



CONCIERGE PROCESS

Once your reservations are confirmed, you will receive an introductory email within one week from our Concierge Team. This email contains a link allowing you to request activities and spa treatments as well as provide travel information, allergy information and special requests. Once we receive this information, we will schedule a call approximately 60 days prior to arrival and at that time a dedicated concierge will begin building your customized itinerary. We will strive to finalize and send a copy of your itinerary at least 30 days prior to arrival.

DEPOSIT POLICY

1 or 2 Accommodations:

Deposit Policy: to confirm an accommodation, a deposit equal to the first two (2) nights of the stay, before tax and resort fees, is required. The remaining balance will be collected 60 days prior to your arrival, including tax and resort fees. Reservations for one (1) or two (2) accommodations made within 60 days prior to arrival require full payment at the time of booking. Until deposit is received, pricing and availability are subject to change.

3+ Accommodations:

Deposit Policy: to confirm an accommodation, a deposit equal to the first two (2) nights of the stay, before tax and resort fees, is required. The remaining balance will be collected 90 days prior to your arrival, including tax and resort fees. Reservations for three (3) or more accommodations made within 90 days prior to arrival require full payment at the time of booking.

CANCELLATION POLICY

1 or 2 Accommodations:

Cancellation Policy: reservations are subject to a 60-day cancellation policy. Cancellation notification must occur at least 61 days prior to your arrival date to receive a partially refunded deposit. If you must cancel your reservation, we will refund your deposit, less a transaction fee equal to 20% of the deposit amount. Cancellation notifications made within 60 days of arrival are ineligible for a refund. No refunds will be issued for the cancellation of a portion of a reserved stay or a reduction in the size of your party made within 60 days of arrival.

3+ Accommodations:

Cancellation Policy: reservations are subject to a 90-day cancellation policy. Cancellation notification must occur at least 91 days prior to your arrival date to receive a partially refunded deposit. If you must cancel your reservation, we will refund your deposit, less a transaction fee equal to 20% of the deposit amount. Cancellation notifications made within 90 days of arrival are ineligible for a refund. No refunds will be issued for the cancellation of a portion of a reserved stay or a reduction in the size of your party made within 90 days of arrival.

COVID-19 POLICIES

Please see our COVID-19 policies here: <https://www.pawsup.com/health-and-safety>

RESERVATION POLICY/TRAVEL INSURANCE

A last-minute cancellation or date change gives us little chance of filling the space due to our remote location. For this reason, we uphold a strict deposit and cancellation policy. Should it be necessary for you to depart earlier or arrive later than your confirmed dates, you will be responsible for the original reserved room nights of your intended stay. The Resort at Paws Up highly recommends purchasing trip insurance from your local travel agent, your credit card provider or your insurance provider.