

Creative Group Tours - Cancellation/Change Policy

All cancellations and changes in number of attendees must be made in writing, indicating reason of cancellation and emailed to your director by 5:00pm on the day in question. Upon receipt of written notification of changes in number of attendees (individual cancellations) or entire group cancellation, charges will be applied as follows:

The initial deposit is \$350. \$150 is non-refundable.

All deposits are refundable up to 120* days prior to travel.

\$100 per person cancellation penalty up to 120-90* days prior to travel (until Tuesday, January 14, 2020)

\$150 per person cancellation penalty 90-45* days prior to travel (until Thursday, February 13, 2020)

Inside 45-days – NO REFUNDS.

No refunds will be given after Monday, March 30, 2020.

No Additions, Substitutions or changes to group configurations can be made within 21 days prior to departure. **All park tickets are issued as Non-Refundable and Non-Transferable by the Creative Group Tours. The park tickets and meal cards are only valid during our length of stay. So, if you do not go on the trip for any reason, the tickets purchased on your behalf are not valid later. If you become ineligible for the trip due to behavior consequences, you will forfeit a refund.**