

HEARTLAND FOREST NATURE EXPERIENCE

PAYMENT AND REFUND POLICY

Pavilion Party Rentals

Payment Policy

Credit card payment is due one week after the reservation email confirming your date and time has been received. The due date will also be documented on the booking contract.

Refund Policy

Once a pavilion party rental booking request has been received and processed fees will be deducted from any cancellation following the schedule below:

- If the cancellation of a reserved party pavilion is requested at least 21 days prior to the date of the booking a refund will be issued less a \$25 administrative fee.
- If the cancellation of a reserved party pavilion is requested between 8 and 20 days prior to the date of the booking a refund will be issued less a \$50 administrative fee.
- If a cancellation of a reserved party pavilion is requested less than 7 days prior to the date of the booking no refund issued.
- No refunds will be issued to those who do not attend or fail to arrive on time for the booking.

Pavilion reservations are rain or shine! Heartland Forest reserves the right to cancel party pavilion rentals, a full refund will be issued in the event of severe weather or other unforeseen circumstances where Heartland Forest deems it necessary to cancel a booking that cannot be rescheduled at a mutually agreed upon later date.