

Payment, Refund, and Cancellation Policies

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Credit Cards Glen Eyrie is pleased to accept Visa, MasterCard, Discover, and American Express.

Checks Glen Eyrie accepts personal and business checks from banks in the United States. A photo ID is requested for all checks presented for payment. Checks are payable to The Navigators.

Individual Overnight Stays All reservations for Individual Overnight Stays require a credit card to guarantee the reservation. Credit Cards are authorized at the time of check-in and payment is collected at the time of departure. Cancellations of reservations without an advanced deposit made prior to 3pm on the day before arrival will be made without penalty. Cancellations of reservations with an advanced deposit made prior to 3pm on the day before arrival will be made with a 10% cancellation fee. Cancellations made after 3pm on the day before arrival will incur a full charge plus taxes. No-Shows will be charged the full cost of all nights of the stay plus taxes. Reservations made at promotional rates may have additional cancellation policies including, but not limited to: prepaid, non-refundable, 7 day change requests, 48 hour cancellation. Please see the unique policies of each promotion listed on main pages of the website and in the respective confirmation letter for each promotion.

Castle Tours All reservations for Castle Tours require a credit card to guarantee the reservation. Payment will be collected using the provided credit card on the morning of the scheduled tour. Cancellations require a minimum of 24 hours notice before the scheduled start time to be completed without penalty. No-Shows will be charged the full amount of the reservation.

Castle Teas All reservations for Castle Teas require a credit card to guarantee the reservation. Payment will be collected using the provided credit card on the morning of the scheduled tea. Cancellations require a minimum of 24 hours notice before the scheduled start time to be completed without penalty. No-Shows will be charged the full amount of the reservation. Groups having 10 or more guests must cancel a minimum of 7 days to avoid a penalty. Groups having 10 or more guests may not reduce the number of guests below 10 within 7 days of the event.

Glen Eyrie Overnight Retreats and Programs All reservations for overnight Glen Eyrie Spiritual Retreats, Conferences, Marriage GetAways must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Cancellations made a minimum of 14 calendar days prior to the start date of the program will be fully refunded less a 10% cancellation fee. Cancellations made within 14 days of the start date of the program will be charged a 50% cancellation fee and have a gift certificate issued for the remaining 50%. The gift certificate is valid for 1 year and is usable for any Glen Eyrie purchase. Reservations that are rescheduled at anytime prior to the start date of the program will incur a 10% change fee. No changes or cancellations will be allowed within 72 hours of the start date; any such concerns that arise within 72 hours of the start date will cause the funds to be forfeited by the guest. No-Shows will be charged the full amount of the reservation.

Glen Eyrie Program Day Events and Seminars All reservations for Glen Eyrie Program Day Events must be paid in full at the time of reservation. Reservations that are cancelled or rescheduled at anytime prior to the start date of the program will incur a 10% cancellation or change fee. No changes or cancellations will be allowed within 72 hours of the start date; any such concerns that arise within 72 hours of the start date will cause the funds to be forfeited by the guest. No-Shows will be charged the full amount of the reservation. This does not include any Christmas events or concerts.

Christmas Events – Madrigal Banquet, Acoustic Eidolon, New Year’s Gala, Christmas Concerts All purchases for Glen Eyrie Christmas Events must be paid in full at the time of reservation. Reservations are non-refundable and not transferable to any other event or purchase. Reservations are fully transferable to another guest for the same event. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. No-Shows will be charged the full amount of the reservation.

Glen Eyrie Special Events, Concerts, Brunches, Theaters All reservations for Glen Eyrie special events must be paid in full at the time of reservation. Reservations may be made via phone with a credit card or in person with cash, check or a credit card. Reservations are non-refundable and not transferable to any other event or purchase. Reservations are fully transferable to another guest for the same event. No-Shows will be charged the full amount of the reservation.

Refunds Any and all refunds issued by Glen Eyrie for any and all transactions will be made according to the following policies.

- Cash payments will be refunded via check.
- Check payments will be refunded via check, payable to the person or organization named on the original check presented for payment.

- Credit Card payments will be refunded to the original credit card presented for payment. In the event that the original credit card is closed, Glen
- Eyrie will still refund the account and the guest will need to contact the credit card company to request a refund.
- A Glen Eyrie Gift Certificate may be requested in lieu of refunds.

Glen Eyrie Cancellations – Miscellaneous In the event that Glen Eyrie must cancel an event, a full refund of the reservation, transfer of the reservation to another day or the issue of a gift certificate will occur. In the event that Glen Eyrie must cancel an event for which a guest has made airline tickets or other such travel arrangements, Glen Eyrie will not reimburse such related expenses. In the event that a guest is unable to arrive to Glen Eyrie for a scheduled event, for any reason, including but not limited to illness, travel problems, weather or any other reason that Glen Eyrie is not responsible for, Glen Eyrie will not refund the cost of the event.

Glen Eyrie Bookstore The Glen Eyrie Bookstore accepts cash, checks and credit cards for all transactions. Refunds of merchandise may be made within 30 days of purchase with the original receipt. No refunds will be made without the original receipt. Merchandise must be in re-sellable condition. Credit card transactions must be refunded to the original credit card presented for payment. The original credit card must be presented to receive a refund. If the original credit card is not present, a store credit will be issued. A Glen Eyrie Gift Certificate may be requested in lieu of refunds.