

# Cancellation Policy

*Wedding & Event Reservations*

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The following outlines the payment schedule, refund policy, and date-change terms that apply to all wedding and event reservations at Crystal Lake Ranch. These provisions form part of the full Wedding & Event Agreement, which is provided to couples at the time of booking.

## Payment Terms

If the reservation includes a wedding or event — encompassing vendors, rentals, amplified music, alcohol service, or guest counts exceeding lodging occupancy — the following payment schedule applies unless otherwise agreed in writing:

- 30% non-refundable reservation deposit due at booking
- Minimum 50% paid six (6) months before the event
- 100% balance due sixty (60) days before check-in

All add-ons — including rentals, furniture packages, upgrades, additional services, and supplemental areas — must be paid no later than thirty (30) days before the event date.

Payment plans may be arranged through the booking platform; however, all balances remain due by the deadlines above.

## Strict No-Refund Policy

All payments are non-refundable. No money paid will be returned at any time for any reason, including but not limited to cancellations, weather, travel issues, illness or injury, vendor issues, utility interruptions, government restrictions, or failure to use the property.

At the sole discretion of Crystal Lake Ranch, payments may be applied as a credit toward a future available reservation date. Refunds will not be issued.

## Cancellations & Date Changes

Any cancellation results in forfeiture of one hundred percent (100%) of all amounts paid. Date changes are considered cancellations.

If approved by Crystal Lake Ranch — at its sole discretion and subject to availability — a date transfer may be offered with a \$1,500 transfer fee. Pricing, availability, and amenities may change with the new date.

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*We invite couples to review these terms carefully before reserving their date. Our planning team is glad to walk through any questions in advance.*