



LAKE AUSTIN

SPA RESORT

CANCELLATION POLICY & SERVICE CHARGE

*****Revised Temporary Amendment to Cancellation Policy for reservations made after March 5, 2020*****

Due to our intimate size, all cancellations affect us significantly. All guest reservations are subject to our cancellation policy. A \$1,000 deposit per person is required at the time of booking to guarantee your reservation. If you cancel 30 days or more prior to your scheduled arrival, your entire deposit will be refunded. Deposits for reservations cancelled or changed 3-29 days prior to arrival will be held for one year as a credit toward a new stay booked at the applicable rate.

Two days prior to your arrival we will automatically collect full payment for the reservation, charged to the credit card provided. You agree that the entire amount will then become non-refundable; however, any reservations cancelled or changed 2 days prior to arrival will be held as a credit toward a new stay booked prior to December 31, 2020, at the applicable rate. No refunds will be made for early departure.

Travel Insurance: We highly recommend Travel Insurance to help protect your investment. Visit www.travelguard.com or call Travel Guard directly at 877.249.5376 to purchase your travel insurance. Refer to ARC #329891

Service Charge: All rates include a 23% service charge and a 6% tax. Additional charges are subject to a 23% service charge and applicable taxes of 6%. A 23% service charge will be added to all a la carte personal services. Service charges covers many aspects of your stay including gratuities for personal services. All service charges may be charged to your room account.