

Deposit and Payment Policies (revised 2010)

Please read carefully. There have been changes to our policies for 2010.

Booking

Once a date has been confirmed, you will be sent a contract. In order to hold these dates, you must read, sign, date, and mail a copy of the contract to YLCC along with a cheque for the security deposit. Failure to do so by the date indicated on your contract will result in cancellation of your booking.

Please be as accurate as possible when estimating how many students will attend the program. Look at the attendance history of your other school trips. If your booking numbers are not close to your actual numbers, we cannot properly staff or provide food and may not even be able to accommodate your group.

Minimum Group Size

The minimum group size that YLCC will accommodate is 15 people plus advisors/supervisors. If your group numbers decrease below 15, you will be billed for 15 people.

Changes to the Contract

30 Days Prior to Arrival:

If you contact YLCC a minimum of 30 days before your arrival date, your invoice can be changed to reflect an increase or decrease by 25% of your originally booked number. If your attendance number decreases by more than 25% of the originally booked number, your invoice will only be reduced by 25%. If YLCC can accommodate an increase by more than 25%, the extra cost will be added to your invoice. *For example, if your retreat was originally booked for 50 persons and you contact YLCC a minimum of 30 days prior to your arrival date, you can change the attendance number to be anywhere between 37 and 62.*

Less Than 30 Days Prior to Arrival:

If you contact YLCC 30 days or less, prior to your arrival date, your invoice can be changed to reflect an increase or decrease by 10% of your originally booked number. If there is a decrease by more than 10% of the originally booked numbers, your invoice will only be reduced by 10%. *For example, if your retreat was booked for 50 persons, your invoice can be changed to reflect numbers anywhere between 45 and 55.*

Payment Schedule

1. To reserve your date, a 20% non-refundable, non-transferable security deposit is **due by the date shown on your contract.**
2. **Final payment is due upon arrival at YLCC.** If a cheque has not been provided from your school or organization, the group organizer will be required to put the balance owing on a personal or company credit card to ensure that the program can proceed.

Credits/Refunds

YLCC does not issue cash, cheque refunds or credits. Please ensure that you have undertaken proper planning to make your visit to YLCC a success. We appreciate your understanding and cooperation.