



Cancellation Policy for Inclement Weather Including Fires and Smoke

At Lithia Springs Resort, we strive to provide exceptional service and flexibility for our guests.

To maintain this, we have implemented a 72-hour cancellation policy:

1. Standard Reservations

- Cancellations made at least 72-hours prior to your scheduled check-in time (4:00pm) will receive a refund of the advance deposit.
- Cancellations made less than 72-hours prior to your scheduled check-in time will result in forfeiture of your advance deposit equivalent to the first night's charge plus taxes and fees.

2. Group Bookings and Special Rates

- For group bookings or reservations under special rates (e.g. non-refundable promotions, corporate discounts, etc.), specific cancellation terms may apply. Please refer to the booking confirmation for details.

3. No-Shows and Early Departures

- Guests who do not arrive on the scheduled check-in date without prior notice will be charged the first night of the reservation. Please note that our office is open from 7am-12am daily, and departures after 12am require special instructions.
- Early departures are also subject to the same terms as late cancellations.

4. Unforeseen Circumstances:

- In the event of a natural disaster, road closure, flight cancellation, or air quality, it is the guest's responsibility to communicate with Lithia Springs Resort to cancel their reservation. Failure to communicate with Lithia Springs Resort regarding a cancellation of this nature will be subject to the No-Show policy, and the advance deposit will not be refunded.
 - o For smoke, fires and air quality concerns, reservations can be cancelled with a full refund if the Air Quality Index (AQI, according to Airnow.gov) is in the "unhealthy" range, or is measured from 151 to 200.
 - o Flight cancellations and road closures are instances in which cancellation exceptions are made, and a full refund of your deposit can be issued.