STEPPING STONES FARM & RETREAT CENTER

Cancellation & Rescheduling Policies

We understand that plans can change. These policies help us care for our guests while protecting the time, staffing, and resources needed to prepare our historic farm for each booking. Please review the policy that applies to your reservation before confirming.

Private Stays

1. **Cancellation more than 90 days before arrival.** The reservation must be cancelled in writing. The 25% deposit is non-refundable but no further cancellation charge will apply.
2. **Cancellation within 90 days of arrival.** The reservation must be cancelled in writing. Payments already made are non-refundable unless Stepping Stones Farm is able to rebook all or part of the cancelled dates. Any refund, if applicable, will be limited to the amount recovered through rebooking, less any non-recoverable costs or fees.
3. **Rescheduling.** A request to transfer the reservation to a future date must be made in writing at least 90 days before the original arrival date and is subject to availability and written approval. One date change may be made without a rescheduling fee. Additional changes may incur an administrative fee.

Retreats

This policy applies to groups reserving the farm for a retreat or organized program.

1. **Cancellation more than 90 days before arrival.** The reservation must be cancelled in writing. The 50% deposit is non-refundable; no further cancellation charge will apply.
2. **Cancellation within 90 days of arrival.** The reservation must be cancelled in writing. Payments already made are non-refundable unless Stepping Stones Farm is able to rebook all or part of the cancelled dates. Any refund, if applicable, will be limited to the amount recovered through rebooking, less any non-recoverable costs or fees.
3. **Retreat does not fill or organizer cannot proceed.** If the organizer cancels because of insufficient registrations or other circumstances, the standard cancellation terms above apply. A transfer to a future date may be requested, subject to availability and written approval.
4. **Rescheduling.** Requests must be submitted in writing at least 90 days before the original arrival date. One date change may be made without a rescheduling fee. Additional changes may incur an administrative fee.

Horse Vacation Stays

This policy applies to guests booking a Horse Vacation Stay at Stepping Stones Farm.

1. **Cancellation more than 90 days before arrival.** The reservation must be cancelled in writing. The 25% deposit is non-refundable; no further cancellation charge will apply.
2. **Cancellation within 90 days of arrival.** The reservation must be cancelled in writing. Payments already made are non-refundable unless Stepping Stones Farm is able to rebook all or part of the cancelled dates. Any refund, if applicable, will be limited to the amount recovered through rebooking, less any non-recoverable costs or fees.
3. **Rescheduling.** A request to transfer the booking to a future date must be made in writing at least 90 days before the original arrival date and is subject to availability and written approval. One date change may be made without a rescheduling fee. Additional changes may incur an administrative fee.

One-Time Events & Farm-to-Table Dinners

This policy applies to individual tickets purchased for one-time events.

1. **Cancellation more than 10 days before the event.** If you cancel in writing more than 10 days before the event, your ticket fee will be refunded in full.
2. **Cancellation 10 days or less before the event.** Ticket fees are non-refundable.
3. **Ticket transfers.** If you cannot attend, you may request to transfer your ticket to another person.

Important Booking Notes

- The applicable cancellation policy will remain on our website so that the guests or organizers have our policies available before payment and these are acknowledged as part of the booking agreement.
- Refunds, where applicable, less any fees, will be processed using the original payment method where possible.
- Any rescheduling or refund is subject to the specific terms in the signed booking agreement and applicable law.
- For all types of reservations, our severe weather and/or unsafe conditions policy for the farm includes the following. If Stepping Stones Farm determines that severe weather or unsafe conditions make the property unavailable or unsafe for guests, both parties will make a good-faith effort to reschedule. If rescheduling is not possible, the farm will retain 50% of the total amount paid and refund the remaining 50%. A guest's individual travel difficulty does not constitute a cancellation due to weather or missed flights.

Thank you for working with us to make your farm stay a successful, stress free and wonderful experience. Let's work together if unforeseen circumstances occur beyond any of our control. We look forward to hosting YOU!

Respectfully,

Isabella (Boo) Martin, Owner