

CRESTONE MOUNTAIN ZEN CENTER CANCELLATION POLICY

At Crestone Mountain Zen Center, retreat spaces and accommodations are intentionally limited to support a quiet, focused practice environment. Because each reservation supports the life of the center and may prevent another practitioner from attending, we ask that all cancellations and changes be made with care.

1. Deposits & Payments

A deposit is required to secure all reservations, including retreats and individual stays. Full payment is due before arrival, or during the stay if specified in your confirmation. Deposits are partially non-refundable because they help cover administrative and operational costs.

2. Cancellation by Guest

A. Zen Programs

If your plans change, please let us know as soon as possible so that another practitioner may be welcomed. When notice is given well in advance, we are often able to offer a partial refund, less a modest administrative fee. With shorter notice, it becomes more difficult to fill your place, and a larger portion of the fee may be retained. Cancellations made close to the start of a retreat, as well as no-shows or late arrivals, are generally not eligible for refund.

- More than 30 days before start date
Refund minus a cancellation fee for administrative work: \$75
- 14-30 days before start date
Partial refund: 75% minus a cancellation fee for administrative work: \$75
- 7-14 days before start date
Partial refund: 50% minus a cancellation fee for administrative work: \$75
- Less than 7 days before arrival

No refund; full fee is retained.

- No-show or late arrival
No refund; full fee is retained.

B. Individual Retreats

Stays are held in the same spirit of commitment. When cancellations are made with sufficient notice, a partial refund may be offered, less an administrative fee. Short-notice cancellations, early departures, or unused nights are typically not refundable, as the space has been reserved especially for you.

- More than 14 days before arrival
Refund minus a cancellation fee for administrative work: \$75
- 7-14 days before arrival
50% of total stay retained
- Less than 7 days before arrival
No refund
- Early departure
No refund for unused nights

C. Guest Events (Group Retreats)

Please check the cancellation policy of the guest event / group program you want to attend.

Exceptional Circumstances

We understand that life brings unexpected changes. In cases of serious illness or family emergency, please be in touch. We will consider requests for exceptions with care and compassion.

Exception: Guest Events-Please check individually

3. Cancellation by CMZC

On rare occasions, it may be necessary for the Center to cancel a retreat or reservation. In such cases, you will be offered a full refund or the opportunity to transfer your registration to a future similar program.

4. Health & Safety Considerations

If a guest must leave due to illness (including communicable illness), refunds may be prorated at CMZC's discretion, consistent with community health policies .

5. How to Cancel

Cancellations should be made in writing via email: guestmanager@dharmasangha.org. Your reservation will be considered canceled as of the date we receive your notice.

6. Closing Note

We are grateful for your understanding and your intention to practice. Your reservation is not only a personal commitment, but also a support for the wider sangha, and the Crestone Mountain Zen Center as a field of practice.