

Because of the unknown of the COVID-19 Pandemic and what our future holds regarding this Pandemic, for your convenience, listed below are all the 2020 WCA Conference hotel cancellation policies.

Kalahari Resort & Convention Center

Hotel Room Cancellation Policy:

Deposit policy for individual reservations is one night (plus tax) at the time the reservation is made. If a reservation is canceled more than 72 hours before the arrival, there is a \$30 cancellation fee. The deposit will be forfeited for all no-shows and for all reservations canceled less than 72 hours prior to arrival.

If WCA cancels conference because of COVID-19, the Kalahari Resort & Convention Center will refund the room deposit (plus tax) if the reservation is canceled more than 72 hours before the arrival, **but will still charge the \$30 cancellation fee.**

If the government tells the Kalahari Resort & Convention Center that they need to close due to COVID-19, the Kalahari Resort & Convention Center would **refund the room deposit, and there would be no \$30 cancellation fee.**

Clarion Hotel & Suites and Wintergreen Conference Center

Hotel Room Cancellation Policy:

Credit card to hold the reservation, and a 24 hour cancellation policy which means you can cancel up to 4:00 p.m. the day before with no cancellation fee. If you cancel within the 24 hours before arrival, you would be charged one night deposit.

Wilderness Hotel & Golf Resort

Hotel Room Cancellation Policy:

Deposit policy for individual reservations is one night (plus tax) at the time the reservation is made. There is a 72-hour cancellation policy per room. Reservations cancelled prior to the 72-hour mark will be charged a \$30 fee. Cancellations within 72 hours pay for the entire room deposit.

If WCA cancels conference because of COVID-19, and the Wilderness Hotel & Golf Resort remains open, The Wilderness Hotel & Golf Resort will refund your initial deposit, **minus the \$30 processing fee.**

If the government tells the Wilderness Hotel & Golf Resort that they need to close due to COVID-19, the Wilderness Hotel & Golf Resort would **refund the initial deposit in full, and there would be no \$30 processing fee.**