



HOCKING HILLS SALT CAVE

INCLEMENT WEATHER & UNFORESEEN CANCELLATIONS

REFUND POLICY

Hocking Hills Serenity Salt Cave, LLC. (DBA Hocking Hills Salt Cave)

GUEST POLICY

REVISED AUGUST 2, 2026

www.hhsaltcave.com

CORE POLICY

When Hocking Hills Salt Cave cancels an affected appointment, the guest will first be offered the opportunity to reschedule. If rescheduling is not possible, all eligible funds remitted for that appointment - including the deposit - will be refunded.

1 Purpose & Scope

Appointments and guest well-being are important to Hocking Hills Salt Cave. Inclement weather and other unforeseen circumstances may occasionally require the company to delay, adjust, or cancel scheduled appointments. This policy explains the notification, rescheduling, and refund options that apply when Hocking Hills Salt Cave initiates the cancellation.

This policy is separate from a guest's decision not to attend while the business remains open. Guest-initiated cancellations remain subject to the current Important Information & Scheduling Policy summarized on Page 2.

2 Notification of a Business-Initiated Cancellation

If Hocking Hills Salt Cave must cancel an appointment because of inclement weather or another unforeseen circumstance, the company will make reasonable efforts to notify each affected guest as promptly as practicable.

- Notification efforts may use the available telephone, voicemail, SMS text-message, and/or email contact information associated with the appointment.
- Guests should monitor the contact methods provided when scheduling, particularly when severe weather or another service interruption may affect operations.
- An unsuccessful contact attempt does not change the rescheduling or refund options available under this policy.

3 Rescheduling Comes First

When Hocking Hills Salt Cave cancels an appointment, the guest will first be offered the opportunity to reschedule for a later available date and time. All funds already remitted for the affected appointment, including any deposit, may be transferred in full to the rescheduled appointment.

Rescheduled appointments remain subject to service availability and the scheduling terms in effect for the new appointment date.

4 Refund When Rescheduling Is Not Possible

If the guest cannot reschedule the appointment canceled by Hocking Hills Salt Cave, the company will issue a full refund of the funds remitted for the affected appointment. This includes deposit amounts that would ordinarily be non-refundable under the guest cancellation policy.

ELECTRONIC REFUND TIMING

Electronic refunds will be credited to the original payment method. Most electronic refunds appear within 5-10 business days after processing. Depending on the payment processor, card issuer, and customer's financial institution, posting may take as long as 14 business days. Hocking Hills Salt Cave cannot control the time required for a financial institution to post an approved refund.

A refund issued shortly after the original transaction may appear as a reversal or removal of the pending charge rather than as a separate credit. Guests who do not see the refund after the applicable processing period should first contact their card issuer or financial institution.

5 When Hocking Hills Salt Cave Remains Open

Weather conditions can vary by location. If Hocking Hills Salt Cave remains open and has not canceled the appointment, a guest who cannot or chooses not to attend is subject to the normal scheduling and cancellation policy - even when the guest's decision is weather-related.

SITUATION	PAYMENT / REFUND RESULT
Business cancels	Rescheduling is offered first. If rescheduling is not possible, all funds for the affected appointment, including the deposit, are refunded.
Guest cancels or reschedules at least 8 hours before start time	Deposits remain non-refundable. A guest who prepaid in full may be eligible for a partial refund excluding all applicable deposit amounts.
Guest cancels late, does not call, or does not attend	Payments already remitted become ineligible for refund. If a balance remains unpaid, the current scheduling policy may permit a penalty of up to 15% of the outstanding balance and a card charge or invoice.

To avoid possible forfeiture of payments, a guest must cancel online or speak with a representative during normal business hours at least eight (8) hours before the scheduled start time. A voicemail must also be left within that eight-hour advance window.

6 Contact & Related Policy Information

Hocking Hills Salt Cave 690 Old McArthur Road Logan, Ohio 43138	Questions or Assistance 1 (740) 385-9999 info@hhserenitysaltcave.com www.hhsaltcave.com
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This policy should be read together with the current Important Information & Scheduling Policy published on the Hocking Hills Salt Cave website. Policy information is subject to change; the most recently published version controls.

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