



Tradewinds at Duran Reservation Modification/Cancellation Policy

For all Special Events, and for regular reservations of groups over 12, the Duran staff will contact our guests to confirm the reservation, and will request a Credit Card to hold this reservation. All credit card information is secure and encrypted. The Credit Card will not be charged to hold the reservation.

Once an event is sold out, guest's reservation total cannot be increased. Duran requires a minimum of 48 hour notice to reduce the reservation count (modify) or cancel a reservation without penalty. Inside 48 hours, Duran will allow the reservation to be reduced up to 25% without penalty.

Modification or cancellations of reservations can be handled in person, by telephone, or by email. When a modification or cancellation is made, the guest may request a confirmation number, which the staff will provide. Email modifications or cancellations will be responded to within 48 hours.

The fee for reduction or cancelling the reservation inside the cancellation window will result in a charge of 50% of the event cost with a minimum of \$10 per person (Whichever is larger) being charged to the guest's credit card on file. If a guest does not wish to be responsible for the entire group in the case of a group modification or cancellation, they should provide the names and phone numbers and/or email of the other guests as part of that reservation.

Guests should call if there is concern that the event may be called off due to weather. Management shall use its best judgment in questionable situations.

Thank you for your cooperation and consideration of our efforts to provide you and all guests with the most exceptional experience possible.