



Reservations, Refund and Cancellation Policy

Interested guests will be requested to provide the following information:

- Application
- Food Checklist Form
- Health History Form

All the above information will be e-mailed to hope@brokenhearted-healinghome.com. They will also be requested to pay their registration fee/deposit online via the website payment portal. Full payment is due 90 days prior to the start day of their selected session. Payment options are available through various merchant apps and include multiple payment options. Payments made on or before November 15th are eligible for our 20% discount. Discount prices may not extend after that date.

Guests who have not paid in full will be placed on a pre-reservation list for the dates selected. Their reservation is not 100% guaranteed until full payment is made. If the desired dates fill up prior to full payment, the individual will be notified and placed on a waiting list in the order of who paid their registration fee/deposit first. The potential guests who are placed on a waiting list have the option to choose another available date.

Individuals who have paid their registration fee and deposit will get a full refund if cancellation is made prior to 90 days before the session start date. Cancellations within the 90-day period are not eligible for a refund of registration fee/deposit fee.

Reservations are guaranteed for those who have paid the full session cost. These individuals are eligible for 100% refund up to 90 days before the session start date. Cancellations within the 90-day period will not be guaranteed a refund. Refunds will only be made if the selected dates are reserved again by another party. In that event, 100% refund will be given, minus the registration and deposit fees.

In the event Brokenhearted-Healing Home has to cancel for any reason all monies including a deposit will be refunded. While we have no control of inclement weather, major natural disasters such as hurricanes, earthquakes or floods may cause us to cancel reservations. Once client has arrived and inclement weather or any other natural disaster or events outside of BH-HH control occurs, no refund will be given.