OUTPOST

WHAT IS YOUR CANCELLATION POLICY?

Cancellations made 60 days or more before your arrival date receive a full refund, less the processing fee. For cancellations made 30–60 days before arrival, we will keep your first 50% deposit and will not charge the second 50% deposit. Cancellations made within 30 days of arrival forfeit any refund, aside from the cleaning fee and property wellness fee. Please note that changing the dates of stay on your reservation is subject to the same cancellation and refund policy stated.

Different terms apply to stays during the Holiday Season; please see our Holiday Cancellation Policy.

WHAT IS YOUR HOLIDAY CANCELLATION POLICY?

A stricter cancellation policy applies to all reservations with dates that fall between December 17, 2026 – January 3, 2027, and December 18, 2027 – January 4, 2028. Cancellations made 90 days or more before your arrival date receive a full refund, less the processing fee. For cancellations made 60–90 days before arrival, we will keep your deposit and will not charge the second payment. Cancellations made within 60 days of arrival forfeit any refund, aside from the cleaning fee and property wellness fee.
We highly recommend protecting your holiday trip with one of our two travel insurance options through Generali Global Assistance. Please reach out if you have any questions about which plan is right for you.

WHEN ARE MY DEPOSITS DUE?

Your reservation is not confirmed until you have signed the rental agreement. A deposit of 50% is due at the time of booking, and the remaining balance is charged as a second payment 30 days prior to your arrival date.

If you cancel after the full-refund window has passed but before the second payment is due, we will keep your deposit and will not charge the second payment. For standard reservations, that window is 30–60 days before arrival. For Holiday Season reservations, it is 60–90 days before arrival.

OUTPOST

WHAT IF I NEED TO CHANGE MY DATES OF STAY?

Reservation modifications are subject to availability and nightly minimum stay requirements, as well as the cancellation policy. If you are modifying your dates or selecting a different property 60 days prior to your arrival (90 days for the Holiday Period), you can do so penalty free. Once inside of 60 days of your arrival (90 days for the Holiday Period), these changes are subject to the cancellation policy. We welcome you to extend your dates of stay at any time, subject to availability and additional night's rate.

CAN YOU HELP ME BREAK DOWN TRIP INSURANCE?

Sometimes travel doesn't go as planned. Having the right coverage in place means you can book with confidence, knowing your trip is protected no matter what comes up. We highly recommend protecting your trip with one of our two travel insurance options through Generali Global Assistance.

Generali offers two plans, explained below:

SKI AND MOUNTAIN TRAVEL INSURANCE: allows for refunds for standard travel delays or cancellations. This would cover expenses for trip cancellation, trip delays and baggage loss. If you have specific questions about what is and is not covered in this insurance, we recommend asking the experts at Generali, by calling 800-874-2442, they are open 24 hours per day. You can add this insurance up to 30 days prior to your arrival.

CANCEL FOR ANY REASON: allows for a cancellation at any time for any reason with a refund of up to 75% of your stay's value back to you. This policy must be added to your reservation within 24 hours of booking. Cancellation must be submitted 48 hours prior to arrival or more for claim eligibility. Please note, standard Ski and Mountain Travel Insurance is included.