



March 15, 2020

Visitor FAQ's

Is coronavirus (COVID-19) in the Village? Is this why you are closing?

We have no diagnosed cases of coronavirus (COVID-19). We are closing as preemptive measures to contain the spread of the virus throughout the county, state, and nation.

For information for reported cases throughout the state of Washington go to

<https://www.doh.wa.gov/Emergencies/Coronavirus>

When will the Village re-open?

We plan to re-open for visitors on May 1, 2020; however, we will continue to monitor the situation. We hope that this does not result in a continued closure, but we will do what is necessary to protect staff and visitors.

Do I get my deposit back as a result of a Village closure?

Of course if this is your desire. We do request that you let our registrar (registrar@holdenvillage.org) know if you would like your deposit refunded, donated to the Village, or held and applied to a visit within a year.

Can I cancel my reservation if I am planning to visit the Village later in the year when the Village is scheduled to be open?

There is no change to our regular cancellation policy for those with future reservations. Holden is happy to refund your deposit if a cancellation is made 30 days prior to your reserved arrival date. If a cancellation is made less than 30 days before the arrival date, Holden will hold the deposit for a future reservation for up to a year or it can be donated to Village operating expenses.

Can I still make a reservation for May and beyond?

Yes, you are welcome to make a reservation for the future. We intend to resume operations in late spring and prepare for a busy summer.

I was coming up to volunteer. Does this mean I cannot come?

If you were scheduled to arrive in the Village between March 16 and April 30, 2020, you cannot come to the Village. For specific questions or to reschedule, contact Staffing@holdenvillage.org.