



Cancellation and Refund Policy

1. Horseshoe Bay Resort (HSB) Hotel Cancellations

Please refer to the Hotel's cancellation and refund policy and contact them directly at the Guest Services via the following:

Telephone: (830) 598-2511

Toll Free: (877) 611-0112

*Note: Cancelling your hotel with HSB does not mean you have cancelled with MAS. Please refer to the MAS Cancellation and Refund Policy below.

2. MAS Cancellation and Refund Policy

Any cancellations must be received in writing by email (admin@massanantonio.org) or by phone (210-789-0803). Refunds will be issued in the same form that payment was made. Please allow two weeks for processing.

Cancellations prior to November 1, 2017: Full refunds will be issued.

Cancellations between November 1, 2017 – November 17, 2017: Only meal tickets may be refunded. Special services such as the Spa and Cruise will not be refunded.

Cancellations after November 17, 2017: No refunds will be issued.