

2024 BOOKING AND CANCELLATION POLICY

CANOE, KAYAK, SUP, HYDROBIKE RENTALS

- Cancellations made 24 hours or more in advance of a booking, will receive a 100% refund
- Cancellations made 12 - 24 hours in advance of a booking, will receive a 50% refund
- Cancellations made less than 12 hours in advance of a booking, will be charged the full amount of the rental
- No-shows will be charged 100% of the rental

GUIDED TOURS

- Cancellations made 72 hours or more in advance of a booking, will receive a 100% refund
- Cancellations made 48 - 72 hours in advance of a booking, will receive a 50% refund
- Cancellations made less than 48 hours in advance of a booking, will be charged the full amount of the rental
- No-shows will be charged 100% of the rental

LESSONS

- Cancellations made 72 hours or more in advance of a booking, will receive a 100% refund
- Cancellations made 48 - 72 hours in advance of a booking, will receive a 50% refund
- Cancellations made less than 48 hours in advance of a booking, will be charged the full amount of the rental
- No-shows will be charged 100% of the rental

GROUP BOOKINGS

- Group bookings of 10 or more are subject to a 7 day cancellation policy
- Cancellations made 7 days or more in advance of a booking, will receive a 100% refund
- Cancellations made 3 - 7 days in advance of a booking, will receive a 50% refund
- Cancellations made less than 72 hours (3 days) in advance of a booking, will be charged the full amount of the booking
- No-shows will be charged 100% of the booking

OVERNIGHT TRIP AND TOUR BOOKINGS

- Overnight trip and tour bookings are subject to a 7 day cancellation policy
- Cancellations made 7 days or more in advance of a booking, will receive a 100% refund
- Cancellations made less than 7 days in advance of a trip or tour, will be charged the full amount of the booking
- No-shows will be charged 100% of the trip/tour

CERTIFICATION COURSES

- Certification courses are subject to a 7 day cancellation policy
- Cancellations made 7 days or more in advance of a booking, will receive a 100% refund
- Cancellations made less than 7 days in advance of a course, will be charged the full amount of the booking
- No-shows will be charged 100% of the course fee

PLEASE BE AWARE, WE RESERVE THE RIGHT TO REFUSE SERVICE IN THE FOLLOWING CIRCUMSTANCES:

- Participants are found to be under the influence of drugs or alcohol

- Inappropriate behavior/language to staff or other guests

In any of the above circumstances, a refund will not be issued

All our tours operate light RAIN OR SHINE. We do not refund for inclement weather, unless the weather makes for an unsafe environment. We do not expect our customers to paddle in pouring rain, or weather which will make for an unenjoyable experience.

SHUTTLE BUS RENTALS

- A non-refundable booking fee is required at the time of booking to hold the reservation for your chosen date(s). The non-refundable booking fee is as follows and is deducted from the final payment:
 - Quote of less than \$1000 the booking fee is \$100
 - Quote of \$1000-2000 the booking fee is \$250
 - Quote of more than \$2000 the booking fee is \$500
- In the event that you change the date(s) of your reservation within six (6) weeks of your reserved shuttle date(s), the booking fee is non-transferable and non-refundable.
- If you wish to change the date of your booking with more than six (6) weeks notice, your booking fee is transferable to another reservation within our operating dates of the same calendar year.
- Full payment is required ten (10) calendar days prior to shuttle date. An invoice will be emailed to you. Payment can be made by e-transfer or by credit card.
- Payment will be non-refundable in the event of cancellation made less than ten (10) days prior to the first date of your shuttle booking.
- If full payment is not received seven (7) calendar days prior to the rental or shuttle date a \$50 late payment fee will be added to the balance owed.
- In the event of any additional charges incurred e.g. extended waiting times, additional driving time, additional cleaning time due to drink spills etc. you will be invoiced within seventy-two (72) hours of your completed trip.

Quotes do not include driver gratuity. This is at your discretion but much appreciated by our drivers.

Please note that possession of open liquor in any private or commercial motor vehicle (such as a party bus or a limo) is illegal whether the motor vehicle is moving or not.