

## **2025 BOOKING AND CANCELLATION POLICY**

### **2025 Booking and Cancellation Policy for Shuttle Services**

- A deposit is required at the time of booking to hold the reservation for your chosen date(s). The deposit is non-refundable. The deposit is as follows and is deducted from the final payment:
  - Quote of less than \$1000 the booking fee is \$100
  - Quote of \$1000-2500 the booking fee is \$250
  - Quote of more than \$2500 the booking fee is \$500
- 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 (to [paddle@columbiariverpaddle.com](mailto:paddle@columbiariverpaddle.com)) 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.

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.

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