



## 2026 Group Booking Cancellation Policy

- A group booking is a booking of a self-guided, guided trip or rentals that is for more than 10 people.
- A \$100 deposit is required at the time of booking to hold the reservation for your chosen date(s). The deposit is fully refundable until twenty-eight (28) days prior to the booking date.
- Any cancellation made between twenty-eight (28) and fourteen (14) days before the reserved date will result in the \$100 booking fee not being refunded.
- Final numbers and full payment is required fourteen (14) calendar days prior to the reserved date. An invoice will be emailed to you. Payment can be made by e-transfer or by credit card (additional credit card fees apply).
- Any changes to group size after this deadline may not be accommodated and will not affect the final invoice.
- Payment will be non-refundable in the event of a 'no-show' or a full or partial cancellation made less than fourteen (14) days prior to the date of your booking.
- If full payment is not received ten (10) calendar days prior to the rental date a \$50 late payment fee will be added to the balance owed.
- It is expected that paddling trips will go ahead rain or shine. In the event of adverse weather that would make paddling unsafe a full refund will be provided at the management's discretion.

**\*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