

Because we pride ourselves on exceptional service and outstanding value, when you make a reservation, we hold a place just for you. In addition, we keep our student: instructor ratio LOW! In order to maintain our high standards, please understand that we must adhere to the following cancellation policies.

LESSON CANCELLATION AND REFUND POLICIES

Full payment is required to reserve your place on any lesson.

Full Refund: We reserve the right to change any itinerary to match existing conditions. If we must cancel due to unsafe or unsuitable weather or sea conditions, we will give you credit towards another scheduled lesson. If we cancel for any reason other than weather, you will have your choice of credit, or a full refund. We are not responsible for non-refundable hotel or transportation costs. **Refund:** If you cancel more than 7 days before your class, you will receive a refund or credit (your choice), less a \$10/person service charge. **No Refund:** No refund or credit will be given if you cancel less than 7 days before your class or if you fail to attend any part of it. You may substitute another paddler provided they meet any skill or experience requirements.

LOCAL TOUR CANCELLATION AND REFUND POLICIES

Full payment is required at the time of reservation to reserve your place on any local tour.

Full Refund: We reserve the right to change any itinerary to match existing conditions. If we must cancel due to unsafe or unsuitable weather or sea conditions, you will have your choice of credit, or a full refund. We are not responsible for non-refundable hotel or transportation costs. **Refund:** If you cancel more than 5 days before your tour, you will receive a refund or credit (your choice), less a \$10/person service charge. **No Refund:** No refund or credit will be given if you cancel less than 5 days before your tour or if you fail to attend any part of it. You may substitute another paddler provided they meet any skill or experience requirements.

MULTIDAY TRIP CANCELLATION AND REFUND POLICIES

Your place on any trip will be held upon receipt of a \$100 deposit. Full payment is due 21 days before the departure date.

Full Refund: We reserve the right to change any itinerary to match the weather or sea conditions. If we cancel any trip because of unsafe or unsuitable weather or sea conditions, you will receive credit for a future scheduled trip. If we cancel for any reason other than weather, you will have your choice of either full credit, or a full refund. We are not responsible for non-refundable hotel or transportation costs. Please consider trip insurance. **Refund:** If you cancel more than 21 days prior to departure, you will receive your choice of credit or refund, less a \$25/person service charge. **No Refund:** Full payment is due no later than 21 days before the start of the trip and becomes nonrefundable at that point. You will receive no credit or refund if you fail to attend the trip or any portion of it. You may, however, substitute another paddler provided they meet any skill or experience requirements.