



GENERAL Cancellation Policy

Please note: **we process all payments the day prior to your booking** so if there are changes they must be registered prior to 10am the day before your booking. When you arrive should you wish to change the method of payment then our staff will make those changes at that time.

For a reservation of 10 people or less

Any changes in the number of participants or to cancel your activity without expense must be received 48 hours prior to the date of the reservation before 10am. (a phone message on our answering machine is acceptable)

Cancellation after the 48 hour limit will result in a 50% charge of the total activity cost to your credit card.

For reservations of 11- 19 people

If you wish to cancel, notice of 7 days is required to ensure no fees are charged to the credit card.

If you cancel within the 6 days prior to your activity your credit card will be charged 15% of the total activity costs.

If you cancel the day of your activity before 10am, 50% of the total activity costs will be charged to your credit card.

If there is no notice of cancellation and you do not arrive for your activity, then 100% of the activity costs will be charged to the credit card.

For groups of 20 and more

A signed contract with detailed terms is required.

[What is your policy on additions to a reservation?](#)

If you would like to add participants to join your group, please note that we will do our best to accommodate your request. We have to respect the limit of people per departure. Security and exceptional client service are our priorities!