



# Booking & Cancellation Policy

## ACTIVITY OR RENTAL PRICE

- Stated prices include use of all necessary equipment and applicable personal safety gear.
- Activities also include guide(s), use fees, permits, and food (*if stated in activity description*).
- *Gratuïty (tip) for Woods & Waters guide(s) are not part of the activity price.*
- Quoted costs represent a complete package price; itemized individual costs are not available.

**BOOKING FEE:** All reservations are subject to a 5% booking fee.

## RESERVATIONS AND PAYMENTS

- Full payment is due for all rentals at time of booking.
- Activities booked October 1–April 30 require a 50% deposit; balance will be auto-collected 7 days prior to the scheduled activity.
- Most activities booked May 1–September 30 require full payment at time of booking; Woods & Waters may elect to collect 50% deposits on activities occurring either early or late in the season when weather is more variable and collect balances on day of the activity.
- A 50% deposit is required for all Perfect Days, Perfect Overnights, WOW!, ck Weekend, Youth Adventure Camp, and/or custom group trips when booked more than 2 weeks out; remaining balances are due 7 days prior and auto-collected at that time (unless otherwise stated). If activity is less than two weeks out, full payment is due at time of booking.
- Adventure Days require a \$90 deposit when booking with the balance collected day of the activity.
- Payments may be made by cash or credit card; alternative payment methods are welcomed and can be arranged on advanced bookings.

## CANCELLATIONS AND REFUNDS

### ***If it's not safe to play, you don't pay.\****

*If Woods & Waters cancels a one day or shorter duration rental or activity due to weather conditions, or other, the booking will either be rescheduled (if possible) or refunded (minus the 5% booking fee). Impacted bookings will receive a promo code of \$10 off either per rental item or number of participants in their current reservation to be used toward a future reservation. Participants of multi-day rentals or activities may encounter a period of adverse conditions; refunds therefore will not be issued. For multi-day activities, we will try to shift the planned itinerary around. For those involved in skill building courses, challenging conditions may allow for putting new skills to the test.*

- Cancellations must be made by phone, email, or in person.
- For reservations more than 7 days away, the 5% booking fee will be retained.\*
- For reservations between 7 and 4 days before, there is a cancellation fee equal to 10% of booking.\*
- For reservations less than 3 days before, the booking is non-refundable.
- We do not make exceptions to the cancellation policy for any reason, including personal emergencies or inclement (but safe) weather (trips run rain or shine). (see *Transfers*)
- There is no refund for arriving late and missing your scheduled time slot (including a trip having already departed or equipment being rented out after failing to show), participants choosing to be done early, or ending early due to changing weather conditions. If participants can be accommodated at a later time, we will make a good faith effort to do so.
- “Booking” refers to monies paid to Woods & Waters.

## TRANSFERS

- For all reservations, if spots or resources are available for a different activity or rental within the same season, you may transfer between them.
- If others have already reserved equipment or sold out activities for your alternate date or time, due to staff and/or equipment availability, you may need to seek out additional alternative dates or times.
- If moving a reservation to a different season from the one originally scheduled, you may be required to pay additional costs. (*At the discretion of Woods & Waters*)

\* Perfect Day, Adventure Days, Youth Adventure Camp, or 1-day custom group trips canceled more than 14 days out, the cancellation fee equals 10% of booking; between 14 and 4 days prior, the cancellation fee equals 25% of booking. Perfect Overnight or multi-day custom group trips canceled more than 14 days out, the cancellation fee equals 10% of booking; between 14 and 4 days prior, the cancellation fee equals 50% of booking. For WOW! and ck Weekend between 30 and 15 days prior, the cancellation fee equals 25% of booking, if between 14 and 4 days prior, the cancellation fee equals 50% of booking — however if we can fill your spot, the cancellation fee will only be 10%; accommodations (if booked through us) will count as part of cancellation fee.

## PARTICIPANT RESPONSIBILITIES

You are ultimately responsible for determining your fitness ability for any activity or use of rental equipment. By paying for an activity or rental and signing the waiver and acknowledgment of risk form, the participant certifies that they do not have any physical or other condition that would create a hazard for themselves or other participants. It is essential that any participant with a medical condition requiring regular treatment or which may be affected by vigorous exertion, heat, cold, other natural phenomenon, or particular foods, notifies Woods & Waters and/or the trip guide(s), in advance of their scheduled event. Wood & Waters assumes no liability for medical care or for special dietary requirements. The judgment of Woods & Waters, or its guides, shall make the ultimate determination of an individual participant's fitness to embark upon, or to continue, an activity or rental.

- Under most circumstances, if you are of an adventurous spirit and in reasonably good health, you should have no problem enjoying a Woods & Waters activity.
- People with medical conditions, including pregnancy, or physiological restrictions should attain a physician's approval before undertaking new physical activity.
- If you have health or fitness concerns, please discuss with us before booking.
- Woods & Waters reserves the right to deny or exclude participation, at any time, to any person or group for any reason we feel is related to the safety of our activities or use of our rental equipment, or if any person or group is deemed unsuitable for the rigors of their chosen activity or use of our rental equipment
- There is inherent risk in any activity. Kayaks do capsize and bikes can hit things. During guided activities, guide(s) will evaluate the situation and assist — barring any risks of endangerment — within their skill set. Either during a guided activity or when renting equipment, If you are not strong and agile enough to “self-help” without further endangering yourself or others, realize you are assuming additional personal risk. *For kayaking activities, we reserve the right not to accept or rent to passengers weighing more than 275 pounds or with a waist/chest size exceeding 56 inches.*
- Upon booking an activity, each participant is required to fill out a questionnaire that is used to identify possible risks and challenges (such as swimming ability, fitness level, limitations, and food allergies) that may inhibit your ability to enjoy your activity. We are not medical professionals, but we are aware of what we can expect to manage in a remote setting.
- Once a participant's activity questionnaire has been answered, reviewed, and followed up on if needed, medical conditions or physiological restrictions will not be considered as exceptions to our cancellation policy.
- If upon arrival — or at any time during the activity or rental period — a participant is found to have misled Woods & Waters regarding their physical abilities, medical conditions, or is found in any way otherwise unfit for the rigors of their chosen activity or use of our rental equipment, there will be no refund.

## ACKNOWLEDGMENT OF RISK AND WAIVER

Risk management is always our utmost concern, therefore participants will be made aware that there are risks associated with recreational activities or use of rental equipment. Due to the nature of the activities or activities done with rented equipment, everyone is required to sign an acknowledgment of risk/waiver before undertaking the activity or use of rental equipment. Anyone who refuses to sign the form will not be allowed to participate or rent, and consistent with Woods & Waters cancellation policy, there will be no refund of fees at that time.

## STORAGE OF PERSONAL AND FINANCIAL INFORMATION

Due to the nature of our product, it is necessary to collect and store a certain amount of personal information in order to complete your reservation. By using our reservation system, you consent to the storage of this information for a period of time deemed appropriate by Woods & Waters. Personal information may include, but is not limited to, your first and last name, phone number, email address, and billing address. Woods & Waters is not collecting any financial data beyond basic transaction data of date, time, payment method, and payment amount.

## PRIVACY POLICY

Woods & Waters occasionally sends out an e-newsletter, but we will never sell or share your email address with any third party company and you can unsubscribe at any time. Additionally, all address, personal and financial information is strictly protected.

## VENDOR RESPONSIBILITY

Woods & Waters acts only in the capacity of agent for the participants in all matters, including those related to transportation and/or all other related travel services, and assume no responsibility however caused for injury, loss or damage to person or property in connection with any service or activity, including but not limited to that resulting directly or indirectly from acts of God, detention, annoyance, delays and expenses arising from quarantine, illness, injury, pandemics, evacuations, strikes, theft, pilferage, force majeure, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, government restrictions or regulations, and discrepancies or changes over which it has no control. Reasonable changes may be made where deemed advisable for the comfort and well being of the participants, including cancellation due to weather, insufficient bookings, unavailable resources, and other factors.

***On paying for a booking/reservation, the payer agrees to be bound by the above recited terms and conditions for themselves and all members of their party.***