



Reservation/Cancellation Policy

Please understand that when a reservation is made with A Day Away, that it is a commitment for us to hold space for you. We can (and often do) turn away others from that particular date (or trip). If you decide to cancel, it can be difficult for us to book someone else on that trip, especially if cancellations are made close to the departure date. With this in mind we must hold to the following policy.

In the event that you must cancel your reservation, you will be charged as follows:

1. Reservations cancelled **48 hours or more before a scheduled trip** will receive a full refund less a \$3 per person processing fee, no questions asked.
2. Reservations cancelled **within 48 hours of tour departure** will be charged full trip price.
3. Groups arriving at time of event with less than the number of participants originally booked will be charged for each no-show at full price.
4. Same day cancellations are charged 100% of total trip price.
5. Tours will wait for parties "running late" for 15 minutes beyond the published tour time. After that the tour will launch as scheduled and your card will be charged the full amount for that tour.
6. **Cancellations will not be accepted via email unless they are received at least five (5) days prior to trip departure.** In other words, please confirm your change in plans by phone if at all possible. Email is unreliable.

Patrons scheduled on trips that are canceled **by A Day Away, Inc** due to inclement weather will receive a full refund less a \$3 per person processing fee. We will not paddle in unsafe weather conditions. Once in a while, due to unsafe circumstances, we must cancel or reschedule a trip.

PLEASE REMEMBER this is Florida. **Rain at your location DOES NOT mean rain at our launch site.**

A Day Away Inc. is not responsible for any reservation ***you fail to keep*** due to weather conditions, road hazards, vehicle breakdowns, personal agenda, or other unforeseen conditions that may hinder your participation in the tour as scheduled. We reserve the right to cancel or modify any trip due to circumstances beyond our control. In such cases, we cannot be responsible for paying any expenses you may have incurred other than to refund monies due to you for tour price.

A Day Away Inc. reserves the right to make itinerary changes, if necessary, due to water fluctuations, weather conditions, insufficient reservations or acts of God beyond our control.

There are no exceptions to these cancellation policies. (321) 268-2655