



## CANCELLATION POLICY

**A Day Away Inc. reserves the right to deny service to any patron deemed to be an impaired paddler for whatever reason. Your safety and the safety of the group are our highest priority.**

Please understand that when a reservation is made with A Day Away, that it is a commitment for us to hold seats for you. We can (and often do) turn away others from that particular date (or tour). With this in mind, we must hold to the following policies:

Included in your reservation is a deposit - For parties of 4 or less this is \$3/person and for parties of 5 or more it is 5% of the trip total. **THIS DEPOSIT IS NON-REFUNDABLE**

**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 the deposit, no questions asked.
2. Reservations cancelled within 48 hours of tour departure will be charged full tour 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 or "no shows" are charged 100% of total tour 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 no refund will be issued.
6. Cancellations will NOT be accepted via email. Please confirm your change in plans by phone. Email is unreliable.

---

**Please Know:** This is Florida, rain at your location DOES NOT mean rain at our launch site.

**Please Know:** We will not paddle in unsafe conditions.

**Please Know:** A Day Away makes the final decision on whether a trip cancels due to weather.

---

We attempt in all cases to determine prior to your tour launch if weather will impede your trip. However, there are rare occasions where we have launched and weather patterns change suddenly at which time we must return to shore. In this case the following policies apply and each patron is responsible to contact the office to make arrangements.

**A Tour is considered COMPLETED if more than 45 minutes or half of the tour time was spent on the water before having to return to shore due to weather.**

**If your tour has spent less than 45 minutes or half of the tour time on the water then patrons can:**

- Reschedule with a future trip
- Receive a Gift Certificate for the full amount applicable to future trips
- Receive a 50% refund

**Where tour is cancelled by A Day Away, Inc before we have launched the kayaks patrons can:**

- Reschedule the same tour on a future date (at no cost)
- Receive Gift Certificate for the full amount applicable to future tours
- Cancel completely. Each patron is responsible to contact the office to make arrangements. When we cancel for weather we DO NOT KEEP the deposit.

*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: water fluctuations, weather conditions, insufficient reservations or acts of God. 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.*

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