



Booking & Cancellation Policy

ACTIVITY PRICE

Price includes costs for all necessary equipment and personal safety gear, guides, leaders, entrance fees, permits, and meals as stated in activity description. Quoted costs represent a complete package price; itemized individual costs are not available. Gratuity for Woods & Waters guides are not part of the trip price.

RESERVATIONS AND PAYMENTS

When making a reservation for an activity, full payment is due at that time. Any payments may be made by cash or credit card. Woods & Waters reserves the right to deny participation to anyone whom it deems unsuitable for the rigors of the activity.

CANCELLATIONS AND REFUNDS

- Cancellations must be made by phone or email.
- For reservations more than 7 days away, there is a cancellation fee equal to 3% of booking.
- For reservations between 7 days and up to 36-hours before activity, there is a cancellation fee equal to 10% of booking.
- For reservations 36 hours or less before activity, the booking is non-refundable.
- We do not make exceptions to the cancellation policy for any reason, including inclement (but safe) weather or personal emergencies.* (*see Transfers*)
- ***If it's not safe to play, you don't pay.*** If Woods & Waters cancels the activity due to unsafe conditions, weather related or otherwise, booking will be 100% refunded or rescheduled.
- There is no refund for arriving late and missing your scheduled departure, an activity ending early due to unsafe conditions, or participants leaving an activity early. However if participants can be accommodated on a later scheduled activity, we will make a good faith effort to do so.
- "Booking" refers to monies paid to Woods & Waters.

Transfers

For all activities, if spots are available for a different activity within the same season, you may transfer between them. The first transfer is free; additional transfers will be charged \$5 per reservation.

**COVID-19 is a complicated issue. If you find you and your party are being directly impacted and have made a reservation with us, please contact us directly regarding transferring your reservation or refunds.*

PARTICIPANT RESPONSIBILITIES: PHYSICAL AND OR MEDICAL CONCERNS

You are ultimately responsible for determining your fitness ability for any activity. By paying for an activity and signing the waiver form, the participant certifies that they do not have any physical or other condition of disability 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 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.

- 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, 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 participation to anyone whom it deems unsuitable for the rigors of their chosen activity.
- Upon booking, each participant is required to fill out a questionnaire that is used to identify possible risks and challenges (such as your swimming ability, fitness level, and food allergies). We will then discuss with you the risks and concerns we may have, if any, and your ability to safely 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 questionnaire has been discussed, medical circumstances will not be considered as exceptions to our cancellation policy.
- If a participant is found to have misled Woods & Waters regarding their physical abilities or medical conditions, or is found in any way otherwise unfit upon meeting guide(s) — or at any time during the activity — there will be no refund.

LIABILITY WAIVER

Everyone is required to sign a standard liability release form before undertaking the activity, acknowledging awareness that some risks are associated with the chosen activity. Safety is of the utmost concern on all our adventures. However, due to the nature of the activities, a condition of your participation is that you will sign this form before the activity begins. Anyone who refuses to sign the form will not be allowed to participate, 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 online reservation. By using our online 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 you can count on us to 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 in activity may be made where deemed advisable for the comfort and well being of the participants, including cancellation due to weather, insufficient bookings, and other factors.

There is inherent risk in any activity. Kayaks do capsize, bikes can hit things, rocks can fall. Your guide will make every attempt to assist, but you must be strong and agile enough to "self-help" without further endangering yourself or others. For kayaking activities, we reserve the right not to accept passengers weighing more than 275 pounds or with a waist/chest size exceeding 56 inches. We may decide, at any time, to exclude any person or group for any reason we feel is related to the safety of our activities.

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.