



Booking & Cancellation Policy

ACTIVITY OR RENTAL PRICE

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

RESERVATIONS AND PAYMENTS

When making a reservation for an activity or rental, 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 or planned activity using rental equipment.

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 rental or activity, there is a cancellation fee equal to 10% of booking.
- For reservations 36 hours or less before activity or rental, 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 time slot, participants choosing to be done early, or ending early due to arising unsafe conditions. However if participants can be accommodated on a later time slot, 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. 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 or use of rental equipment. By paying for an activity or rental 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/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, 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 or rental.
- 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, and food allergies) that may inhibit 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 activity 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 arrival — or at any time during the activity or rental period — there will be no refund.

ACKNOWLEDGMENT OF RISK AND WAIVER

Risk management is always our utmost concern, however participants must acknowledge that there are risks associated with recreational activities or use of rental equipment. Therefore, due to the nature of the activities or activities done with rented equipment, everyone is required to sign an acknowledgment of risk and 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 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 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.
- There is inherent risk in any activity. Kayaks do capsize, bikes can hit things, rocks can fall. During an activity, guide(s) 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 or rent to 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 or rentals.
- **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.**