

Cancellation Policy

For all activities:

Cancellations made more than 48 hours from the commencement time of the activity/session will incur no cost to the participant

Cancellations made between 48 and 24 hours, from the commencement time of the activity/session will incur a 50% charge of the value of the session

No shows / Cancellations made within a 24 hour period, from the commencement time of the activity/session will incur the full cost of the session.

Poor weather:

Sessions will not be cancelled unless notified by a Precision Paddling instructor. Observed weather conditions can be different from the eventual paddling location. In the event of a cancellation due to poor weather – we will re-schedule the session to a later date.

If you choose not to attend a session due to weather within 24 hours from the commencement time you will be liable for the cost of the session. At no time will the sessions be run in extreme weather conditions where there is danger to the client, in particular in the presence of lightning.

Illness:

If you are unable to attend a session due to illness we will be happy to refund the cost of the session if you can provide us with a doctor's certificate. Otherwise, usual cancellation criteria apply. We would appreciate notice via sms as early as possible.

Refund Policy

If you have paid for a series of sessions and are unable to complete the remaining sessions that you have paid for, please raise this issue with us and we will either accommodate you by rescheduling your sessions, or will arrange an appropriate refund minus any administration costs or bulk discounts that have been applied to the series price.

Please contact us if you have any queries relating to the above policy when making your booking.