

CANCELLATION POLICY

Please understand that when a reservation is made and confirmed with a deposit it becomes an assured/guaranteed reservation...Whitewater Voyages is committing to hold space for you and remove that space from the market. If you decide to cancel, it can be difficult for us to rebook the space—especially in the case of cancellations that occur close to the reserved trip date.

With this in mind, we must firmly adhere to the following policy:

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- **No-Shows/Late Arrivals**
No refunds or trip credits will be given for "no-show" or late-arriving guests that miss the trip departure--in such cases all monies paid to Whitewater Voyages are forfeited.
 - **According to the time frame in which you cancel, a cancellation fee will be assessed** and the remaining balance of monies paid toward the cancelled space will be issued either as a refund or trip credit (trip credits are good towards a future Whitewater Voyages trip):
 - Cancellation occurs 10 or fewer days prior to trip date
50% Cancellation Fee, 50% Trip Credit
 - Cancellation occurs 11 to 30 days prior to trip date
20% Cancellation Fee, 80% Trip Credit
 - Cancellation occurs 31 or more days prior to trip date
20% Cancellation Fee, 80% Refund
 - **Cancellation fees, trip credits, and refunds are calculated only on actual money amounts paid to Whitewater Voyages toward the cancelled trip space.** Expenses incurred in association with your planned trip, or monies paid to other vendors/facilities in connection with your cancelled trip, are not the responsibility or liability of Whitewater Voyages. Any refunds issued are done so in the same method that the client payment was originally submitted to Whitewater Voyages.
 - **Persons may be substituted within a reservation without penalty.**
 - **In lieu of cancellation, a change in trip dates, or river choice, will be accommodated** (pending space availability on your alternate trip choice) **without penalty if:**
 - 1) The change occurs 14 or more days prior to the originally booked trip date.
If the change occurs less than 14 days prior to the original trip date booked, there may be a processing fee of \$15 per person, up to a maximum total charge of \$60 per reservation.
 - 2) The change does not result in cancellation of the originally booked trip for other clients due to the trip falling below the minimum number of persons required to run a trip. A change that causes cancellation of the original trip for other clients is treated as a cancellation and the above cancellation fees apply.
 - **We regret that exceptions cannot be made for personal emergencies or illness. For this reason we urge our guests to purchase trip cancellation insurance.** Trip cancellation insurance is available through Travel Insured International, Inc., 800-243-3174.
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