

# RESERVATION PAYMENT FORM

## WHITEWATER VOYAGES CANCELLATION AND REFUND POLICY

When you submit your payment to Whitewater Voyages you are accepting an ASSURED/GUARANTEED RESERVATION under the following conditions:

NO REFUNDS FOR NO-SHOWS. NO REFUND FOR CANCELLATIONS. ADVANCE CANCELLATIONS WILL RECEIVE A PARTIAL TRIP CREDIT FOR USE TOWARDS A FUTURE TRIP AS FOLLOWS:

- Cancellation **60 Days prior** to Trip Date / 90% Trip Credit of Amount Paid
  - Cancellation **30 Days prior** to Trip Date / 50% Trip Credit of Amount Paid
  - Cancellation **10 Days prior** to Trip Date / 20% Trip Credit of Amount Paid
  - Cancellation **less than 10 Days prior, but by 5:00 p.m. the Weekday Day prior to Trip Date** / 10% Trip Credit of Amount Paid
- Please understand that we are required to maintain permits allowing us to raft each river on which we conduct trips. The agencies that govern the rivers limit trip capacities, the number of trip launches per date, and strictly forbid overselling of trip capacity. Advance cancellation is imperative—on some rivers, we are required to notify the governing agencies in advance of trip dates of non-utilized capacity. Whitewater Voyages can be fined/penalized for any permit infraction.
  - If you are late and miss the designated launch time, you may not be able to raft—the governing agencies do not allow random launches, convenience launches or combining trips that exceed permit capacity.
  - When we reserve your space(s) for a trip, we are committing that space to you/your party and must remove the space(s) from the market. Trips are conducted in remote locations and the possibility of re-selling trip capacity that becomes available as a result of cancellations or no-shows is virtually impossible. If you are unable to attend you may substitute another person(s) in your place without penalty. Any transference is subject to the outlined policy and you agree that your payment applies to the substituting party to which you have transferred your reservation.

### RESERVED TRIP & PAYMENT AUTHORIZATION

Name on Group Reservation: \_\_\_\_\_ Trip Date(s): \_\_\_\_\_ Reservation Number: \_\_\_\_\_

Your Name (as appearing on credit card card): \_\_\_\_\_

Your Billing Address: \_\_\_\_\_

Day Phone Number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

**PAYMENT METHOD:** CHECK \_\_\_\_\_ CASH OR MONEY ORDER \_\_\_\_\_ CREDIT CARD \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

**\*\* IF CARD IS AMERICAN EXPRESS, PLEASE PROVIDE 4-DIGIT CODE ABOVE EMBOSSED NUMBER: \_\_\_\_\_**

**Please process as:**  **DEPOSIT AMOUNT ONLY -- Applicable only to trips more than 45 days out.**  
An additional check is to be submitted, or a credit card payment called in for the balance amount 30 days prior to the trip date.

**DEPOSIT & BALANCE AMOUNTS -- Required if trip is less than 45 days out**  
If your trip is less than 45 days out, payment for the full amount of your trip will be processed upon submission of this form. If your trip is more 45 days out and you are paying by credit card, we will initially process a charge for the deposit amount; a charge for the balance amount will automatically be processed approximately 30 days prior to trip date.

**NO. OF SPACES YOU ARE PAYING FOR:** \_\_\_\_\_ **AMOUNT OF PAYMENT:** \_\_\_\_\_

I accept the refund/cancellation policy outlined above. I understand that there are no refunds if I cancel or fail to attend the trip and that only a partial trip credit applies for advance cancellation. I expressly submit my payment, and if making payment by credit card, authorize the charge of my credit card to secure my reservation.

**SIGNATURE:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Whitewater Voyages: Fax: (510) 758-7238**