

Reservations, Cancellations, No Shows, and Refunds **(Please Read Carefully)**

- **Reservations** – A reservation secures a program/event date for you and/or your group. Programs fill quickly on a first come first served basis.
- **Cancellations** – An individual who cancels a scheduled reservation prior to or on the date of a scheduled program/event will be handled based on when the written cancellation (email) is received.
- **NO SHOWS** – An individual who is a NO SHOW or cancellations less than 48 hours before the scheduled start of a program/event will receive no refunds for fees paid.
- **Refunds/Credits** – Any refunds or credits that will be issued will be determined based circumstances and when a cancellation occurs.

****In the unlikely event that we are unable to complete a program/event due to inclement weather or other circumstances beyond our control, you will receive a pro-rated refund or credit (your choice) based upon the percentage of the program/event we could not complete.**

Program Fees include:

- Evaluation/Assessment
- Area Use Pass/Permits, etc.
- Adaptive Equipment
- Other Rental Equipment.
- Instruction/Guide Services

If you must cancel a reservation, we will make these refunds based on the day we receive your written notice.

Reservation Fees:

\$25.00 per person for each 1-day program or scheduled event. **This fee will be applied to the total cost of your scheduled adaptive sports or adaptive outdoor adventure experience.

Cancellation Fee/Refund Percentage:

15-30 days before..... Full (\$25)
3 to 14 days before 50% (\$12.50)
48 hours or less None

Refunds:

Please refer to the information below for the amount of the refund.

- If you cancel and we receive written notice (via email) in our office at least 15 days or more prior to the start of the program/event, you will receive a Full refund of any payments you have made.
- If you cancel 3-14 days prior to the start of a program/event, you will receive a 50% refund of any payments you have made.
- No shows or cancellations made 48 hours or less will receive NO Refunds or credits for any payments that have been made.