

# Hoodoo Adventure Cancellation Policies

**DISCLAIMER:** *All policies are subject to change without notice. Please note that ALL SERVICES are subjected to our [Weather](#), [Waiver](#) and [Injury & Illness](#) Policies. We recommend that all clients booking tours **obtain cancellation insurance** through a chosen provider.*

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### Questions or Concerns?

Any questions and concerns may be directed towards our Booking Manager.

Please contact: [bookings@hoodooadventures.ca](mailto:bookings@hoodooadventures.ca) or call 250 492 3888 for more information.

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## COMPANY POLICIES

### Waiver Policy

**All participants** (or legal guardians where minors are concerned) **are required to sign a digital waiver and/or rental agreement prior to their event.** Without a valid and complete waiver/rental agreement, participation in any of our events and/or use of our equipment will be denied. **Shuttle participants are exempt** from the waiver policy at this time.

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### Weather & Natural Disaster Policy

**All activities are subject to the weather & natural disaster policy:** Activities take place in a variety of outdoor conditions. Clients must dress appropriately for the forecast. Your confirmation email will include a gear list.

*It is the responsibility of the Lead Client/Organizer to read the confirmation and ensure that all other guests booked by the Lead Client/Organizer are aware of the requirements.*

In the event of a forecast or natural disaster that may cause major or catastrophic negative impact to the quality of the activity, **Hoodoo Adventure Company Ltd. reserves the sole right to alter, reschedule, or cancel as necessary. Only an in-house credit towards a future activity may be provided at the discretion of Hoodoo Adventures.** Clients canceling for the purposes of unfavorable weather waive their right to a refund or credit. Un/under-prepared clients waive their right to a refund or credit.

**IN THE CASE OF SMOKE / FIRE / NATURAL DISASTER: The above cancellation policy always stands. IT IS THE RESPONSIBILITY OF THE CLIENT TO ACQUIRE TRIP OR TRAVEL CANCELLATION INSURANCE THROUGH THEIR CHOSEN PROVIDER.**

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## Injury & Illness Policy

We highly recommend that all clients purchase travel/trip insurance for coverage in the event of illness or injury in advance of their trips or tours. We do not provide credit or refunds in the event of cancellation due to illness or injury outside of the cancellation policy outlined below.

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## Group Booking: Discount Policy

Groups may qualify for a group discount, under the following conditions:

- **Regularly Scheduled Tours and Courses:**
  - 6-12 people: 10% discount
  - 13 or more people: 15% discount
- **Daily Shuttles:**
  - 6-12 people: 5% discount
  - 13 or more people: 10% discount

Only select tours, courses and shuttles qualify for the group discount. Packages are not included. We do not provide group discounts for any other product or service, including but not limited to rentals, youth programs, or corporate experiences as those activities are already priced to accommodate groups. Purchasing multiple separate services does not guarantee a discount. In order to qualify for the group discount, customers must meet the following criteria:

- Must be a qualifying service: *Regularly* scheduled, non-private Tours, Courses or Shuttles
- Group must consist of 6 or more people
- Event must be *organized and paid for by one person (group leader)*
- Full payment must be made up front
- There are no cancellations which bring the group numbers below the requirements.

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## Fees

### Booking Fees & Destination Management Fees

Booking Fees: Our online booking provider charges \$1 for every activity, package or rental that is booked. This fee is added to the checkout process after the taxes are added to your total.

Destination Management Fees: All activities in the Naramata area are subject to a \$1 fee per booked participant. This fee is used to fund tourism initiatives and campaigns for the Village of Naramata. This fee is incorporated into the cost of shuttle packages for groups of 2 or more.

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## STANDARD BOOKING & CANCELLATION POLICIES

### Booking Policy: Tours & Skills Courses

**Applies Year Round.** *Includes any regularly scheduled tours and skills courses.*

**All activities must be paid for in full upon booking to confirm.**

All activities require a minimum number of participants to run. If we are unable to meet minimums, we may offer an alternative date/time or cancel the activity and provide a credit. For groups of fewer than the minimums, a charge may apply to cover additional space if necessary. Maximums vary based on activity, available equipment, and staff.

### Cancellation Policy: Tours & Skills Courses

**Peak Season Applies: May 15 - September 15**

*Includes any regularly scheduled tours and skills courses.*

#### **Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

**Off-Season Applies: September 16 - May 14**

*Includes any regularly scheduled tours and skills courses.*

#### **Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 15 days of the event.*

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### Booking Policy: Specialty, Group, Customized & Private Tours

**Applies Year Round.**

**All activities must be paid for in full upon booking to confirm.**

All activities require a minimum number of participants to run. If we are unable to meet minimums, we may offer an alternative date/time or cancel the activity and provide a credit. For groups of fewer than the minimums, a charge may apply to cover additional space if necessary. Maximums vary based on activity, available equipment, and staff.

**Specialty Tours** *involve additional preparation or a third party (such as an artist, chef, etc.) to run successfully. This also includes any **fully customized tour**. Requires a minimum number of participants to run. Minimums may vary depending on the tour.*

**Group Tours** *are organized by a single Lead Client/organizer, who is in charge of organizing their group and paying for the tour. Consists of 6 or more people, and may qualify for a group discount per above. These tours are open to other participants, and must be regularly scheduled.*

**Private Tours** *are not open to booking by the general public and consist of a minimum of 8 people. Private tours do NOT qualify for a group discount.*

### Cancellation Policy: Specialty, Customized & Private Tours

#### **Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

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### Booking Policy: School, Youth & Corporate Groups

**Applies Year Round**

All Schools, Youth Groups, Corporate & Groups require...

- Deposit or Full Payment:
  - **Orders less than \$2000** or made with less than 30 days notice must be paid in full up front to confirm.

- **Orders more than \$2000** require a 50% deposit to confirm, if booked with more than 30 days notice.
- Final Balance:
  - **Due 30 days prior to the activity date.**
- Final Numbers:
  - **Due 30 days prior to the activity date.**
- All events must be organized and paid for by one person: The Lead Client.

Groups require a minimum number in order to run. Events may also be subject to maximum numbers, which may vary depending on activity, available equipment and staff. Events do not qualify for group discounts. Clients may be subject to third party cancellation fees where applicable (ie: venue cancellation fees.)

### Cancellation Policy: School, Youth & Corporate Groups

#### **Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

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### Booking Policy: Daily Shuttles & Daily Bike Rental & Shuttle Packages

**Daily Shuttles & Shuttle Packages:** *Regularly scheduled, non-private, non-customized shuttles to the following locations: Glenfir, Chute Lake and Myra Canyon. Shuttle packages also include either comfort or e-bike rentals.*

- Must be paid for in full upon booking.
- Shuttles must have a minimum of 4 people.
- For groups of fewer than 4, a minimum charge will apply to cover up to 4 spaces in order to run.

Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Exceptions may be made at the discretion of Hoodoo Adventures. Maximum numbers may vary based on vehicle and driver availability.

### Cancellation Policy: Daily Shuttles & Daily Bike Rental & Shuttle Packages

#### **Applies Year Round**

Daily shuttles include Myra, Chute Lake, and Glenfir. All other shuttle services are considered custom. Please note the different policy for e-bike packages:

#### **Daily Shuttles & Daily Comfort Bike Rental & Shuttle Packages Cancellation Policy:**

- *All shuttles are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 7 days of the event.*

#### **Daily E-Bike Rental & Shuttle Packages Cancellation Policy:**

- *All shuttles are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 14 days of the event.*

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### Booking Policy: Custom Shuttles

#### **Applies Year Round**

**Custom Shuttles** are available upon request and are not regularly scheduled, often private, and involve custom dates, times, locations or other factors.

- Paid for in full upon booking.
- Custom Shuttles have a base charge for up to 4 people, with per person rates for every additional person.
- No group discounts.

## Cancellation Policy: Custom Shuttles

### Applies Year Round

#### Custom Shuttles Cancellation Policy:

- *All shuttles are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

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## Booking Policy: Standard Equipment Rentals

### Applies Year Round, All Equipment Types

Reservations only available for full day (8 hours) or multi-day rentals. Equipment availability may be limited due to other events, tours or programs which may be taking place.

#### Requirements:

- Paid in full upon booking
- Valid Credit Card Number
- Valid Driver's License Number
- Completed Rental Agreement
- Aged 19 or older (to rent)
- Minors must be accompanied by an adult.
- Basic understanding of how to use the equipment they are renting.
- Read "Know Before You Go" document (available on website)

Hoodoo Adventure Company Ltd reserves the right to deny / reschedule the release of rental equipment in the event of adverse weather conditions which may compromise the safety of the renter. Hoodoo Adventure Company Ltd reserves the right to refuse rentals to any person for any reason at our discretion.

#### Late Fees:

- All rentals are subject to late fees if not returned on time.
- Renters are subject to the appropriate fee based on the length of time the equipment is overdue, including any additional time it takes to return the item back into circulation.
- E-bikes take longer to return to circulation once returned, due to their need for charging. Penalties for late E-bike returns may be higher as a reflection of this.

#### Damaged Equipment:

- Renter agrees to cover the cost of any damage or loss incurred while equipment is in their possession. This is based on the cost of repairing or replacing the equipment, but may also include additional charges based on loss of revenue.
- eBikes and bikes: The renter will have a basic understanding of the equipment they are renting and that they will acknowledge any obvious malfunctions or warning lights while using the equipment by contacting us directly for guidance. If the renter chooses not to acknowledge an obvious malfunction or warning light and continues to use the equipment without approval of Hoodoo Adventure Company, the renter will be liable for any subsequent damage to the equipment.

#### EBike Considerations:

- E-bikes may not be returned the following morning. Any bikes kept overnight and returned the following morning will be charged for an additional full day rental.

#### Equipment Transportation Guidelines:

Renters may be permitted to transport our bikes and E-Bikes under specific conditions:

- Equipment cannot be disassembled for transport inside a vehicle (wheels may not be removed / handle bars must not be turned)
- E-Bikes must only be transported outside of a vehicle on a genuine E-bike rated carrier rack
- E-Bikes CANNOT be transported in a pick up truck and draped over a tailgate mat

- E-Bikes CANNOT be transported in a trailer unless the trailer has a bike carrier rack installed specifically to carry E-bikes
- We reserve the right to deny personal transportation of our equipment if we deem the equipment or method to be inadequate for transportation. We may request to inspect transportation equipment and approve of it before releasing the equipment for rent.

Transportation of watercraft is also subject to approval of transportation by Hoodoo Adventure Company Ltd. and is decided on a case by case basis.

### Cancellation Policy: Rental Equipment

#### Applies Year Round

##### **Cancellation Policy (Mountain & Comfort Bikes, Climbing Equipment & Watercraft)**

- *All rentals are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 7 days of the rental.*

##### **Cancellation Policy (E-Bikes)**

- *All rentals are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 14 days of the rental.*

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### Booking Policy: Race Event Equipment Rental Packages

#### **Applies Year Round** (*Across the Lake Swim, UltraMan, Ultra520k, etc.*)

Race rental packages are first come, first served and subject to availability. Minimum 7 days notice is required for online booking. Contact us directly for bookings inside 7 days. Full payment is due upon booking to hold the rental. Credit card information is required as a damage deposit. Limited quantities available. We require the full name, phone number and email address of both athlete and paddler. Transfers to other participants is permitted, subject to a \$30 administration fee, with 14 or more days' notice.

**SOILED BOATS:** Under no circumstances are paddlers permitted to soil the kayaks. Any kayaks which have been urinated or defecated in or otherwise damaged due to misuse, will be subject to a minimum \$195 cleaning fee.

### Cancellation Policy: Race Event Equipment Rental Packages

There is a 25% non-refundable administration fee for each booking. There are no refunds for cancellations inside of 30 days, no exceptions. Transfers permitted per terms above.

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### Booking Policy: Kids Programs, Camps & Clinics

**Applies Year Round.** Programs include Professional Development Day (Pro D Day) Camps, Spring & Summer Camps, Skills Clinics and other programs offered by Hoodoo Adventure and open to the public. Space limited, available on a first come, first served basis. Waitlist available. Youth Groups & Schools have a separate policy, above.

#### **Requirements:**

- Must be paid in full upon booking to reserve space(s).
- Must be booked a minimum of 3-7 days in advance when booking online, otherwise contact us directly.
- **Paperwork:**
  - Waiver & Medical Form (combined on one form - every child must have one!)
  - Anaphylaxis Form (for kids with a life threatening allergy and who carry epinephrine)

- Extended Medical Form (overnight trips)

All forms are due asap upon registration. If required forms are not completed in a timely manner, Hoodoo Adventures reserves the right to deny participation in the program, without refund, credit or change of dates.

### Cancellation Policy: Kids Programs, Camps & Clinics

Due to the demand for space on our Kids Programs and Camps, **we do not offer refunds** for cancellations. We offer the option to transfer credits or change dates as per the terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit may be provided to any of our other programs, tours, or events, at our discretion.

#### Transfers:

- **Transfer of Dates:** Children can be transferred to a different program start date, pending availability, provided that the transfer is requested a minimum of 14 days before the *original* program start date. For overnight programs, a minimum 30 days is required.
- **Transfer of Space:** Spaces are transferable up to 14 days before the program start date. Parents may transfer credit to a sibling or another child, such as a family friend or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given. For overnight programs, a minimum 30 days is required.
- **Transfer Fees: \$50 per program or space.**

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### Gift Certificates & Gift Cards

#### All Gift Certificates & Gift Cards: Purchased, Donated/Promotional - Hard & Digital Copies.

**Purchased Gift Certificates:** As a service provider, gift certificates are subject to a 2-year expiration date. If you require additional time on your gift certificate please call us, we will always do our best to accommodate.

**Purchased Gift Cards:** Customers may be required to contact the booking office directly to redeem. Once redeemed, customer is bound by the terms and conditions of the service they have purchased. Hoodoo Adventure Company Ltd has limited ability to directly track gift card ownership. Do not lose your gift card as we may not be able to recover it on your behalf.

#### There are ***no refunds or cash value*** given on gift certificates.

Value of a gift certificate may be transferred onto a different item, (ie: a gift certificate for a wine tour may have its value transferred towards a climbing wall membership instead.) We do not give cash back on gift certificates, or on unused balances.

#### Donations and Promotional Gift Certificates:

- Donated gift certificates are subject to a 1-year expiration date.
- Donated gift certificates have no cash value and cannot be refunded or transferred.
- Donated gift certificates must be used for the item noted.
- No cashback on unused balances.

#### Using Gift Certificates:

Contact the booking office directly to redeem. Once redeemed, customer is bound by the terms and conditions of the service they have purchased. Hoodoo Adventure Company Ltd does not track gift certificate recipients. Do not lose your certificate as we may not be able to recover it on your behalf. When redeeming your certificate, we will need the code, expiration date, value and service (if applicable).

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### Booking & Cancellation Policy: Races & Race Camp

#### Applies Year Round. All race events, unless otherwise specified.

#### Cancellation Policy:



No refunds/credits under any circumstance. Participant entries are transferable unless otherwise indicated. Transfer of any registration fees must be made directly between the race director and the Athlete. Written notification may be sent via email to [events@hoodoadventures.ca](mailto:events@hoodoadventures.ca). There is a \$50 administration fee applied to all transfers.

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### Questions & Concerns

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