



# KELOWNA

## LUXURY BOAT TOURS



### **CANCELLATION POLICY**

We understand that plans can change. To be fair to both our guests and our operations, the following cancellation terms apply:

More than 30 days before departure

Guests who cancel more than seven (30) days prior to their scheduled tour will receive a full refund.

Between 14 days and 29 days before departure

Cancellations made within this window will receive a 50% refund of the total booking amount.

**Within 13 days of departure**

Cancellations are non-refundable, can re-scheduled for same year.

### **RESCHEDULING**

Whenever possible, we are happy to accommodate schedule changes.

Guests may request to reschedule their tour at no additional cost if the request is made at least 30 days prior to departure, subject to availability.

Rescheduling requests made within 13 days may not be guaranteed but will be considered when availability permits.

### **WEATHER POLICY**

Safety and guest comfort are our top priorities.

Tours operate in most typical Okanagan weather conditions. However, in the event of severe weather or unsafe boating conditions, the captain may postpone or cancel a tour.

If Kelowna Luxury Boat Tours cancels a tour due to **weather or safety concerns**, guests will be offered either:

- A full refund, or
- The option to reschedule for another available date

The final decision regarding weather conditions rests with the captain.

## **CAPTAINS DISCRETION**

The captain reserves the right to modify or cancel a tour at any time if conditions are deemed unsafe or if guest behavior jeopardizes safety or the enjoyment of others.

## **LATE ARRIVAL & NO SHOWS**

Tours depart at the scheduled time.

Guests who arrive late will shorten their tour time, due to scheduling constraints.

Guests who fail to arrive for their scheduled tour will be considered no-shows, and the booking will be non-refundable.

## **HOW TO CANCEL OR MODIFY A BOOKING**

Cancellations must be done prior to 30 days of your tour.

To modify a reservation, (Changing or adding Packages) please contact us as soon as possible:

Email: [kelownaluxuryboattours@gmail.com](mailto:kelownaluxuryboattours@gmail.com)

Phone: 604-997-4705 **Captain Rick**

Please be sure and include your booking name, tour date, and reservation details when contacting us.

## **THANK YOU**

We appreciate your understanding and cooperation with these policies. They allow us to maintain a high-quality experience for all guests while ensuring safe and professional operations on the water.

We look forward to welcoming you aboard.

Kelowna Luxury Boat Tours

Best Regards

A handwritten signature in black ink that reads "Captain Rick". The signature is written in a cursive, flowing style.

604-997-4705