



THE CANCELLATION POLICY

Once a session is booked, presume it will go ahead unless we contact you

Covid

Book with confidence – we offer a 100% money back guarantee in the event that the session cannot run due to Covid-19 restrictions

Weather

The weather is out of our control and, occasionally, due to bad weather (for example but not limited to high winds, poor visibility or thunderstorms) or the river conditions being too dangerous to paddle on (the river can flood and/or the flow can become too strong due to heavy rain), we may need to cancel your paddle board session. On these occasions we will attempt, in the first instance to reschedule your session, however if this is not an option, we will offer you a credit voucher* or full refund (*credit vouchers are valid for 6 months from the date of issue). We will always endeavour to contact you as soon as we are able to discuss the options with you.

PLEASE NOTE: if the conditions on the day aren't ideal, but the session still takes place, you will not be eligible for a refund. Sessions are not and cannot be cancelled or rescheduled due to rain or cold weather unless deemed by us to be extreme and unsafe.

Cancellation

We must receive advance written notice should you wish to cancel your booking. This should be done via email to hello@thepaddleproject.com by the person who made the booking.

You will be entitled to a refund if you, the hirer, cancel under the following circumstances:

1. If you cancel your booking at least a full 2 days (48hrs+) prior to the session start time, you will be entitled to a full refund or, alternatively, you may reschedule your booking at no cost.
2. If you cancel your booking between 48hrs and no less than 24hrs prior to the session start time you will be entitled to a 50% refund or, alternatively, you may reschedule your booking at no cost.
3. If you cancel your booking 24hours or less prior to the session start time you will not be entitled to a refund and you will not be entitled to reschedule. No refund will be given.
4. No refunds are given for part sessions if you arrive late or the session end early due to unforeseen circumstance on either part.

If, for any reason and at any time, we (The Paddle Project) cancel your booking, you will be entitled to a full refund or credit voucher (to the value of the original booking) or reschedule of your session.

Refunds

Refunds will be processed within 48 hours of written notice of a cancellation by either party and will be credited back via the method in which the original booking was paid.