

Cancellation and Refund Policy

1. Fergs Kayaks reserves the right to cancel or change the details of any tour in which case you have the option to receive a full refund or book an alternative tour provided you pay the difference in price (if any).
2. If you miss the tour departure time (for any reason whatsoever) or you are excluded from the tour by Fergs Kayaks, including any guide engaged by Fergs Kayaks, as a result of, in their opinion, your breach of the terms and conditions of the Customer Acknowledgement (including your lack of physical or mental capability to undertake the activity, ill health, intoxication or your being under the influence of drugs), there shall be no refund.
3. If you cancel your booking, you are entitled only to the following:
 - a. A refund less 10% of the booking fee or a rebooking at no extra cost, if the cancellation is up to 48 hours before the tour departure time; or
 - b. A refund less 50% of the booking fee or a rebooking at no extra cost, if the cancellation is within 48 to 24 hours before the tour departure time; or
 - c. No refund or a rebooking with a 10% booking fee, if the cancellation is within 24 hours of the tour departure time.