

# James River Reeling and Rafting

P.O. Box 757 - Scottsville, Va. 24590 - 434.286.4386

**Reservation holders: Please read the following reservation policy carefully in order to make your reservation and fully understand what is entailed once your credit card is used to hold equipment for your desired trip date.**

\*You do not need to print or bring this policy document with you.

## **RESERVATION POLICY:**

A verbal (7) Day cancellation policy is explained to all customers at the time of reservation and if it is not fully explained by the employee, then the customer is directed to our webpage to fully read and comprehend said policy.

\*The cancellation policy applies to extended (ex. weeks/months out) as well as last minute bookings (7 days prior to or within 24 hours of the scheduled trip departure).

-If you book your trip well in advance (ex. weeks out) you have the option of cancelling without being charged outside of the **(7) day window** before your trip.

The customer reserving the equipment is **financially responsible for all equipment booked**. A No-Show or No-Call to reschedule constitutes a charge to the reservation credit card for the **ENTIRE TRIP AMOUNT**.

-If your trip is booked last minute (**i.e., within seven days of your desired trip date**) you are financially responsible for **ALL reserved equipment**. Therefore if you book for 7 kayaks canoes or rafts and only need 6 you are still financially responsible for all equipment booked even if unused.

IF YOUR GROUP shows up with an **extreme discrepancy in numbers** in regard to the original reservation, (ex. Booked for 25 tubes and showing up with 10 persons for tubing without calling or notification to our business) the credit card of the reservation holder **WILL BE CHARGED to make up for the difference from the original booking**.

In some cases, a gift certificate for the amount charged may be issued if the managing staff sees fit. If the cancellation occurs early enough in the season the gift certificate would be valid for that year's season only. Trips cancelled in August or later, would be issued a gift certificate good for the following year.

If for whatever reason, there is a balance owed on any reservation due to bad checks, insufficient funds and/or declined credit cards used for any purpose related to an individual's group reservation, **the reservation holder will be held financially responsible for all balances owed on their specific reservation, and the card used to confirm the reservation can/will be charged to clear the account.**