

CanoeSport Instruction and Tour Policies

Policies

- Courses must be paid in full at the time of registration.
- Weather is unpredictable therefore CanoeSport Outfitters **WILL NOT** cancel a class based on a weather forecast. Under almost all circumstances, classes will meet as scheduled and a decision will be made regarding how to proceed at that time.
- In the event of high winds, thunder, or lightning the course schedule or location may be altered after meeting at the course venue.
- If CanoeSport Outfitter's cancels a class or the weather doesn't allow us to complete a class we will issue refunds or allow a new course date to be selected without fees or penalties.
- CanoeSport Outfitters **WILL NOT** cancel courses due to cool temperatures or rain. Come prepared to get wet from water above as well as below!
- It is the responsibility of each student to know when and where a course will be taking place. We recommend visiting the course location prior to your course so you know how to get there. If that isn't possible please allow plenty of time to find the location on the day of your class.
- If you are an experienced kayaker and feel you should be able to skip or bypass prerequisites, you may do so in one of two ways. Present us with an ACA or BCU Assessment Completion Card and you may move into a course level above the level of that assessment or you may set up and pay for private instruction which will allow us to evaluate your skill level and have you start at a level appropriate to your skills.

Cancellation Policies

- To receive a full refund for your registered course you must cancel at least 30 days prior to the start of your course.
- Cancelling any scheduled course less than 30 days prior to the beginning of the course will result in a \$10 cancellation fee per registered participant. This fee will be deducted from the course payment and a refund will be issued unless you request we retain your balance as a credit for a future class or product. Refunds may take up to thirty days to receive from the cancellation date.
- NO REFUNDS will be given and NO CREDITS will be applied to a future course for any cancellation occurring **less than 14 days (two weeks)** prior to the beginning of the course.
- Not showing up the day of the class is considered to be a cancellation. NO REFUNDS or CREDITS will be given for not showing up the day of your course.
- CanoeSport Outfitters is not responsible for accidents, sudden mishaps, or health emergencies you may experience prior to or on your way to a course. While we recognize these situations can be difficult and frustrating, we are not obligated to provide refunds for unforeseen circumstances you may experience. If CanoeSport Outfitter's experiences an unforeseen circumstance and cancels a class we will issue full refunds or allow a new course date to be selected without fees or penalties.

- Each student is responsible for making sure CanoeSport Outfitters has a valid email address. If you do not receive a confirmation email within one week of signing up for your course it is your responsibility to check your junk mail or call 515-961-6117 or 515-339-5582 so we can get an email out to you.
- Each student is responsible for being sure they review the material in each follow-up emails and understands our cancellation policies.
- Any cancellation or change to a course must be made by email and will not be considered valid until you have received a confirmation in return.

Changing Your Course Date

- You may change your course or the date of your course up to 30 days before your registered course date without penalty or fees.
- Less than 30 days from the start of your course **ANY** changes will require a \$10 transfer fee per participant. Transfer fees are due at the time of the course change.
- **NO CHANGES** to your course may made less than 14 days (two weeks) from the start of your course. At this point you must re-register and pay for a new course. (See our cancellation policies above).