

*****Covid-19 Policy:**
All booking cancelations will receive full credits. All refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Shuttles and Rentals

SHUTTLES - ALL SEASONS

Booking Policy

All shuttles must be paid for in full upon booking to hold space(s). All shuttles require a minimum of 2 people. For groups of fewer than 2, a minimum charge will apply to cover the 2nd space.

On shuttles with 2 or more people, per person rates apply. Hoodoo Adventures aims to reach minimum numbers whenever possible while accommodating the availability of our customers. Maximum numbers may vary based on vehicle availability.

Cancellation Policies

Cancellation policy for shuttles is as follows*:

- If cancelling with 11 or more days of shuttle date: \$5.00 cancellation fee per shuttle seat
- If cancelling within 8-10 days of shuttle date: \$10 cancellation fee per shuttleseat
- If cancelling within 6-7 days of shuttle date: \$20 cancellation fee per shuttleseat
- If cancelling within 5 days of shuttle date: no refunds, no exceptions .

Hoodoo Adventures reserves the right to cancel or reschedule shuttles in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company for safety concerns.*

For group bookings for shuttles (6 or more) the Specialty Tours and Group Tours cancellation policy applies

Weather Policy

Our shuttles take place in a variety of weather conditions, and we request that our guests dress appropriately and adequately for the forecasted weather. Upon booking you will receive a confirmation email which explains explicitly what to bring and wear to be prepared. It is the responsibility of the client to read this and ensure that all other guests booked by the client are aware of these requirements. In the event of a forecast that may cause major negative impact to the safety of the ride, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the shuttle as necessary.

In the Case of Smoke/Fire/Natural Disaster: The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

RENTALS – ALL SEASONS

Booking Policy

All rentals must be paid in full upfront to hold the rental. **A valid credit card and drivers license number must be provided.** All rentals and rental reservations must be paid for in full up front to rent and/or reserve equipment. Equipment is available on a first come, first serve basis. Availability may be limited due to other events, tours or programs which may be taking place. Please call ahead to reserve equipment. All renters must be 19 or older, and minors must be accompanied by an adult.

Cancellation Policies

Cancellation policy for shuttles is as follows*:

- If cancelling with 11 or more days of rental(s) date: \$5.00 cancellation fee per shuttle seat
- If cancelling within 8-10 days of rental(s) date: \$10 cancellation fee per shuttleseat
- If cancelling within 6-7 days of rental(s) date: \$20 cancellation fee per shuttleseat
- If cancelling within 5 days of rental(s) date: no refunds, no exceptions.

Hoodoo Adventures reserves the right to deny or reschedule the release of rental equipment in the event of adverse weather conditions which may compromise the safety of the renter.

Hoodoo Adventures reserves the right to refuse rentals to any person for any reason at our discretion.

* For group bookings for rentals (6 or more) the Specialty Tours and Group Tours cancellation policy applies

Late Fees

All rentals are subject to late fees should equipment not be returned on time, as it can affect our ability to further rent the equipment or utilize it for other tours or events. The renter

agrees to return the equipment at the specified time or be subject to additional fees. Rentals are leased based on half day, full day and overnight fees; and lesers will be subject to the appropriate fee based on the length of time equipment is overdue.

Damaged Equipment

The renter agrees to cover the cost of any damage or loss incurred while equipment is in his or her possession. This is based on the cost of repairing or replacing the equipment.

In the Case of Smoke/Fire/Natural Disaster: The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.