

Hoodoo Adventure Cancellation Policies

All policies are subject to change without notice. Please note that **ALL SERVICES** are subjected to our [Covid-19 Pandemic Policy](#) and our [Weather Policy](#).

- [1. Covid-19 Pandemic Policies](#)
- [2. Weather Policy](#)
- [3. Peak Season Standard Tours & Skills Courses \(15 May – 15 September\)](#)
- [4. Off Season Standard Tours & Skills Courses \(16 September – 14 May\)](#)
- [5. Specialty Tours & Group Tours \(All Seasons\)](#)
- [6. Corporate Events & School Groups \(All Seasons\)](#)
- [7. Shuttles \(All Seasons\)](#)
- [8. Rentals \(All Seasons\)](#)
- [9. Event Space Peak Season \(15 May–15 September\) & Off Season \(16 September–14 May\)](#)
- [10. Races \(All Races\)](#)
- [11. Tour Packages \(All Seasons\)](#)
- [12. Gift Certificates \(All gift certificates: purchased, donated, promotional\)](#)
- [13. Climbing Gym: Memberships](#)
- [14. Climbing Gym: Birthday Parties](#)
- [15. Climbing Gym: Climbing Programs](#)
- [16. Hoodoo Memberships: Full Season and Monthly](#)
- [17. Kids Programs & Camps \(Peak Season: 22 June – 6 September\)](#)
- [18. Kids Programs: Winter & Spring Break, Pro D Day Camp \(Off Peak 7 September-21 June\)](#)
- [19. Specialty Kids and Youth Programming \(All Seasons\)](#)
- [20. Questions and Concerns.](#)

Covid-19 Pandemic Policies (implemented 2020 until further notice)

All services must be paid for in full upon booking to confirm space(s). All services must meet requirements outlined in the tour description in order to proceed (IE: minimum numbers must be met). If we are unable to meet requirements, we may offer alternative dates, times or services. We reserve the right to cancel the tour and provide a credit or refund determined on a case by case basis. Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Maximum numbers may vary based on activity, available equipment, and staff.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

All booking refunds, no matter the timeline, will be dealt with on a case by case basis if Covid-19 travel restrictions, lockdowns, or personal health issues arise. We understand that these are uncertain times.

Please note that each section of our booking and cancellation policies may have additional information as it pertains to Covid-19. If you have any questions or concerns, please contact us at bookings@hoodooadventures.ca or call 250 492 3888

[Top](#)

Weather Policy

Our tours take place in a variety of weather conditions. We request that our clients dress appropriately and adequately for the forecasted weather. Upon booking, you will receive a confirmation email which explains what to bring and wear to be prepared.

It is the responsibility of the Lead Client/organizer to read the confirmation and ensure that all other guests booked by the Lead Client/organizer are aware of these requirements.

In the event of a forecast that may cause major negative impact to the quality of the tour or event, Hoodoo Adventure Company Ltd reserves the sole right to alter, reschedule, or cancel the event as necessary.

Weather cancellations resulting in credit/refund may only be made by Hoodoo Adventure Company Ltd when safety is of concern. Clients canceling for the purposes of unfavorable weather waive their right to a refund or credit.

In the case of Smoke / Fire / Natural Disaster: The above cancellation policy always stands. It is the responsibility of the Client to acquire trip or travel cancellation insurance through their chosen provider.

[Top](#)

2021 Peak Season Standard Tours & Skills Courses (15 May – 15 September)

Booking Policy:

All standard tours must be paid for in full upon booking to confirm space(s). All standard tours require a minimum of 2-4 people (as outlined in “requirements”) to run. If we are unable to meet minimum numbers, we may offer an alternative date or cancel the tour and provide a refund or credit. For groups of fewer than 2, a minimum charge will apply to cover the 2nd space if necessary. On tours of 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule tours in order to fulfill minimum numbers, or in response to weather or safety concerns.

Peak Season Standard Tours and Skills Courses are subject to our [Weather Policy](#).

Maximum numbers may vary based on activity, available equipment, and staff.

Cancellation Policy:

All tours are subject to a non-refundable 25% administration base fee.

- If cancelling with 30 or more days of tour date: 75% refund.
- If cancelling within 22-29 days of tour date: 50% refund. See Covid Policy.
- If cancelling within 21 days of tour date: No Refund. See Covid Policy.

Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company Ltd for safety concerns.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

2021 Off Season Standard Tours & Skills Courses (16 September – 14 May)

Booking Policy:

All standard tours must be paid for in full upon booking to confirm space(s). All standard tours require a minimum of 2-4 people (as outlined in “requirements”) to run. If we are unable to meet minimum numbers, we may offer an alternative date or cancel the tour and provide a refund or credit. For groups of fewer than 2, a minimum charge will apply to cover the 2nd space when necessary. On tours of 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventures aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule tours in order to fulfill minimum numbers, or in response to weather or safety concerns.

Off Season Standard Tours and Skills Courses are subject to our [Weather Policy](#).

Maximum numbers may vary based on activity, available equipment, and staff.

Cancellation Policy:

These tours are subject to a non-refundable 25% administration fee.

- If cancelling with 14 or more days of tour date: 75% refund.
- If cancelling within 8-13 days of tour date: 50% refund.
- If cancelling within 7 days of tour date: No Refund.

Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company for safety concerns.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Specialty Tours & Group Tours (All Seasons)

Specialty tours involve additional preparation or a third party (such as an artist, chef, etc.) to run successfully. This also includes any **fully customized tour**.

Group Tours are organized by a single Lead Client/organizer, that is in charge of organizing their group and paying for the tour. Typically consists of 6 or more people.

Booking Policy:

All Specialty and Group Tours must be paid for in full upon booking in order to confirm the tour. Number of guests must be confirmed 10 days prior to the event, to avoid any potential additional charges. There will be no refunds for additional spaces cancelled inside of the 10-day timeframe. Spaces may be transferable at the discretion of Hoodoo Adventure Company Ltd.

Specialty and Group Tours require a minimum number in order to run. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule any Specialty / Group Tour and refund or credit participants should this event not reach its minimum numbers.

Specialty and group tours may also be subject to maximum numbers, which may vary depending on the activity, available equipment and staff.

Specialty and group tours are also subject to our [Weather Policy](#).

Cancellation Policy:

These tours are subject to a non-refundable 25% administration fee.

- If cancelling with 30 or more days of event/tour date: 75% refund
- If cancelling within 22-29 days of event/tour date: 50% refund.
- If cancelling within 21 days of event/tour date: no refund.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Corporate Events & School Groups (All Seasons)

Booking Policy:

All Corporate & School Groups require a 50% deposit which is due upon booking to hold spaces. Remaining balance is due 21 days prior to the event date, along with the final number of participants. All events must be organized and paid for by one person: The Lead Client.

Corporate and School Groups require a minimum number in order to run. Hoodoo Adventure Company Ltd. reserves the right to cancel or reschedule any corporate / school group event and refund or credit participants should this event not reach its minimum numbers. Corporate and School Groups may also be subject to maximum numbers, which may vary depending on the activity, available equipment and staff.

Corporate and School Group events are also subject to our [Weather Policy](#).

Cancellation Policy:

These tours are subject to a non-refundable 25% administration fee.

- If cancelling with 30 or more days of event/tour date: 75% refund
- If cancelling within 22-29 days of event/tour date: 50% refund.
- If cancelling within 21 days of event/tour date: no refund.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Shuttles (All Seasons)

Booking Policy:

All Shuttles and associated rentals must be paid for in full upon booking to hold space(s) and/or equipment.

All Shuttles require a minimum of 2 people, unless otherwise stated in Shuttle “requirements” (located in the shuttle description). For groups of fewer than 2, a minimum charge will apply to cover the 2nd space where necessary. On shuttles with 2 or more people, per person rates apply. Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Maximum numbers may vary based on vehicle availability. Hoodoo Adventure Company Ltd reserves the right to cancel, reschedule or alter our Shuttles in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventures for safety concerns.*

For group bookings for shuttles (6 or more people), the [Specialty Tour and Group Tours Cancellation Policy](#) applies.

All Shuttles are subject to the [Weather Policy](#).

Cancellation Policy:

- If cancelling with 11 or more days of shuttle date: \$5 fee per shuttle seat cancelled
- If cancelling within 8-10 days of shuttle date: \$10 fee per shuttle seat cancelled
- If cancelling within 6-7 days of shuttle date: \$20 fee per shuttle seat cancelled
- If cancelling within 5 days of shuttle date: No refunds

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Rentals (All Seasons)

Booking Policy:

All rental equipment must be paid in full upon booking to hold the rental. **A valid credit card and driver's license number must be provided at the time of the rental.** Equipment 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 aged 19 or older. Minors must be accompanied by an adult.

Hoodoo Adventure Company Ltd 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 Adventure Company Ltd reserves the right to refuse rentals to any person for any reason at our discretion.

For group rentals (6 or more people) the [Specialty Tours and Group Tours Cancellation Policy](#) applies.

All renters are subject to our [Weather Policy](#).

Cancellation Policy:

- If cancelling with 11 or more days of rental date: \$5 fee per item
- If cancelling within 8-10 days of rental date: \$10 fee per item
- If cancelling within 6-7 days of rental date: \$20 fee per item
- If cancelling within 5 days of rental date: No refunds

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; leasees will be subject to the appropriate fee based on the length of time the equipment is overdue, including any additional time it takes to return the item back into circulation.

Damaged Equipment:

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

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Event Space: Peak Season (15 May–15 September) & Off Season (16 September–14 May)**Booking Policy:**

All Event Space Rentals are available on a first come, first served basis. Space is subject to availability and notice of 24 hours is preferred. Please call 250 492 3888 or email bookings@hoodooadventures.ca to inquire.

Event space is included in corporate event programs as required.

Full payment is required in *peak season* to hold space.

50% deposit is required in the off season to hold space.

A valid credit card is required for deposits.

All event space rentals are subject to a non-refundable \$20 administration fee.

Hoodoo Adventures is a non-smoking facility.

This rental is subject to our [Weather Policy](#).

Liquor Policy:

Hoodoo Adventures is a non-licensed facility. Applicable licenses and certifications are required for alcohol service and consumption, and are the responsibility of the renter.

Cancellation Policy:

- If cancelling with more than 72 hours of rental date/time: 100% less admin fee (\$20)
- If cancelling within 48 – 72 hours of rental date: 50% refund
- If cancelling within 24 – 48 hours of rental date: 25% refund
- If cancelling within 24 hours of rental date or no-shows: No refunds

Rental Inclusions & Additional Fees:

Hoodoo Adventure Company Ltd includes up to one hour of clean up in all event space rentals. Additional charges of \$50 per hour apply for any additional clean up of the facilities that may be required after the event. The leasee is responsible for any damage to the facility event space throughout the duration of the lease.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Races (All Races)

Race Policy for all race events, unless otherwise specified:

We have a strict No Refund or Credit Policy. **No refunds/credits under any circumstance.**

Participant entries are transferable unless otherwise indicated. Transfer of any registration fees must be made directly between the race director, Nathalie Long and the Athlete. Written notification may be sent via email to events@hoodooadventures.ca.

There is a \$20 administration fee applied to all transfers.

There are **no refunds for races. NO EXCEPTIONS.**

All race participants are subject to our [Weather Policy](#).

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Tour Packages (All Seasons)

Packages are any tour combined with accommodations or any other type of add on, such as a spa experience or gift certificate, etc.

Booking Policy:

All packages require a full payment due upon booking to hold and confirm space on tours and with accommodations or other service providers. Additional policies may be implemented via accommodation provider or other service provider. For packages booked directly with Hoodoo Adventure Company Ltd for other services, any additional service provider Policies will be forwarded to you.

Tour packages are subject to our [Weather Policy](#).

Cancellation Policy:

Please note that accommodation providers and other service providers may have additional or differing cancellation policies that you may be subject to. For packages booked directly with Hoodoo Adventure Company Ltd, we will forward all relevant policies from third party service providers to you.

Hoodoo Adventure Company Ltd charges a minimum 10% non-refundable administration fee for all packages.

- If cancelling with 21 or more days of event date: 90% refund
- If cancelling within 14 – 20 days of event date: 50% refund
- If cancelling within 8 – 13 days of event date: 25% refund
- If cancelling within 7 days of event date: No refund.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis allot credits or refunds until further notice.

[Top](#)

Gift Certificate (All gift certificates: Purchased, Donated, Promotional)

Purchased Gift Certificates:

As we are a service provider, gift certificates are subject to a 2-year expiration date. If you require additional time on your gift certificate please call us, we will always do our best to accommodate.

There are *no refunds or cash value* given on gift certificates.

Value of a gift certificate may be transferred onto a different item, for example a gift certificate for a wine tour may have its value transferred towards a gym membership instead.

Donations and Promotional Gift Certificates:

Donated gift certificates are subject to a 1-year expiration date.

Donated gift certificates have no cash value and cannot be refunded or transferred.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis allot credits or refunds until further notice.

[Top](#)

Climbing Gym: Memberships

Terms & Conditions:

All membership fees must be paid up front in full. We do not offer refunds or partial refunds to members. Memberships are transferable.

Freezing Memberships:

All memberships can only be frozen with authorization and approval from a manager. Fees may apply.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis allot credits or refunds until further notice.

[Top](#)

Climbing Gym: Birthday Parties

Booking Policy:

Birthday parties are available on a first come, first served basis, and based on availability of the gym and event space.

A valid credit card is required at the time of booking. All party bookings require a \$50 (plus GST) deposit to hold the space. Remaining balance is due on the day of the event. Dates may be transferred without penalty with 72 hours notice or more. Transfer of dates inside of 72 hours will result in a \$20 administration fee.

Although indoors, birthday parties are still subject to our [Weather Policy](#).

Cancellation Policy:

All cancellations are subject to a minimum non-refundable \$20 administration fee and a 72-hour cancellation policy:

- Cancellations of 72 hours or more notice: full refund less administration fee
- Cancellations within 24 - 72 hours: 50% refund
- Cancellations inside of 24 hours: no refund.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice. Your booking will be subject to change as per Provincial Health Guidelines.

[Top](#)

Climbing Gym: Climbing Programs

Climbing programs include *Pebbles, Stones and Rec Team*.

Booking Policy:

All climbing programs are non-refundable. Full payment is due upon booking to confirm space. Spaces are limited and available on a first come, first served basis. Climbing programs cannot be booked online inside of 48 hours of the program start date. Please call for availability at these times.

All climbing programs are subject to our [Weather Policy](#).

Terms and Conditions:

Transfer of credit or dates are possible with the following considerations:

- *Transfer of dates:* Children can be transferred to a different program start date pending availability, provided that the transfer is requested a minimum of 7 days before the original program start date.
- *Transfer of credit:* Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a sibling or another child, such as a family friend or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our climbing camps and teams.

Cancellation Policy:

Due to the demand for space on our climbing camps and teams, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit will be provided to any of our other programs, tours, or events.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Hoodoo Memberships: Full Season and Monthly

Includes: *Full season memberships, Monthly memberships*

Booking Policy:

All memberships require full payment of membership fees before reserving equipment, tour or course space(s). Equipment/spaces may be limited and available on a first come, first served basis. Reservations cannot be booked online inside of 48 hours of intended start date. Please call to reserve or purchase a membership if you are inside 48 hours of a desired reservation time.

Memberships are *non-transferrable, non-sharable and* cannot be paused for later use. It is up to the participant to use their membership. Refunds or credits will not be given for unused memberships. Monthly memberships may be purchased in advance of use (ie, purchased in the Spring for use in a Summer month). Please indicate which month you would like to use your membership in the notes section of your membership purchase page if needed. Hoodoo Adventure Company Ltd reserves the right to cancel memberships without notice or refund for any abuse of the terms and conditions.

Membership Dates:

Full season memberships may be purchased between February 1 and July 31st for use between May 1 and November 1.

Monthly memberships may be purchased between February 1 and September 30 for use between May 1 and November 1. Monthly memberships are valid for 31 days from date of purchase.

Members benefits are only available while the membership is valid. The membership season runs from May 1 - November 1.

Membership Inclusions and Exclusions:

- **Rentals:** All memberships include access to free, unlimited canoe, kayak, SUP and climbing equipment rentals for the member. Members renting equipment are subject to the [Rental Policy](#). *Bikes are not included* in the member rental program. *We reserve the right to limit rental quantity, duration and dates, as well as to reschedule with reasonable notice if needed.* Watercraft rentals may be taken by vehicle off site using an appropriate and approved means of transportation. Watercraft can be used for a duration of 4 hours per day. Multi-day and overnight rentals are not included. Watercraft not returned within the time limit may incur penalty fees. Climbing gear includes shoes, harness and chalk for indoor climbing sessions and shoes, chalk and

helmet for outdoor use. All associated safety equipment for water vessels is included in your rental. Rentals are subject to availability and weather conditions at the time of rental. Hoodoo Adventure Company Ltd reserves the right to reschedule rentals as needed with reasonable notice, or to swap out specific equipment for a reasonable substitution (for example one brand of kayak for another).

- **Tours & Courses:** All members may join existing* tours and skills courses at a discounted rate of 50% off. Members joining tours and courses are subject to the [Skills and Courses Policy](#). All tours and skills courses must be paid for in full up front to reserve space(s). Members must contact us directly to book with their discounted rate.
 - *Existing tours are defined as tours/courses that already have met minimum capacity for guests paying regular price. If a member joins a tour/courses that has not met minimum capacity, an alternative date or activity may be offered. Members may book onto any tour (pre-existing or not) if they are bringing a minimum of 4 members (including yourself) or 2 non-members plus yourself.
- **Shuttles:** All members may join existing* shuttles at a discounted rate of 50% off. Members joining shuttles are subject to the [Shuttle Policy](#). Shuttles must be paid for in full up front to reserve space(s). Members must contact us directly to book with their discounted rate.
 - *Existing shuttles are defined as shuttles that already have met minimum capacity for guests paying regular price. If a member joins a shuttle that has not met minimum capacity, an alternative date or location may be offered. Members may book onto any shuttle (pre-existing or not) if they are bringing a minimum of 4 members (including yourself) or 2 non-members plus yourself.

Weather Policy: All memberships are subject to our [Weather Policy](#).

Covid-19 Policy: All memberships should be aware of our [Covid-19 Policy](#).

Bring a friend:

All members may bring up to 6 friends with them on any tour, course or shuttle at a discount of 20% off per person. Rentals are also available at 20% off. *Bike rentals are not included.* Friends *must* be booked separately for the same date, time and event/item as the member and the member *must* be in attendance. Members must contact us directly to book a tour or course with friends by emailing bookings@hoodooadventures.ca or call us at 250-492-3888 if within 24 hours of desired tour/course/shuttle time. All friends of members are subject to the aforementioned booking and cancellation policies that members are bound by. Equipment rentals for friends can be made through the online link, any additional fees will be due upon booking.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

[Kids Programs & Camps \(Peak Season: 22 June – 6 September\)](#)

Includes Summer Adventure Camps.

Booking Policy:

All Kids Programs & Camps require full payment upon booking to reserve space(s). Spaces are limited and available on a first come, first served basis. Programs cannot be booked online inside of 48 hours. Please call for availability at these times.

All Kids Programs & Camps are subject to our [Weather Policy](#).

Terms and Conditions:

Transfer of credit or dates are possible with the following considerations:

- Transfer of dates: Children can be transferred to a different program start date pending availability, provided that the transfer is requested a minimum of 14 days before the original program start date.
- Transfer of credit: Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a sibling or another child, such as a family friend or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our camps or teams.

Cancellation Policy:

Due to the demand for space on our Kids Programs and Camps, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit will be provided to any of our other programs, tours, or events.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Kids Programs: Winter & Spring Break, Pro D Day Camp (Off Peak 7 September-21 June)

Includes: *Winter and Spring Adventure Camps, and Pro D Day Camps*

Booking Policy:

All off season Kids Programs & Camps require full payment upon booking to reserve space(s). Spaces are limited and available on a first come, first served basis. Programs cannot be booked online inside of 48 hours. Please call for availability at these times.

All off season Kids Programs & Camps are subject to our [Weather Policy](#).

Terms and Conditions:

Transfer of credit or dates are possible with the following considerations:

- Transfer of dates: Children can be transferred to a different program start date pending availability, provided that the transfer is requested a minimum of 7 days before the original program start date.
- Transfer of credit: Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a sibling or another child, such as a family friend or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.

Hoodoo Adventure Company Ltd reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our climbing camps and teams.

Cancellation Policy:

Due to the demand for space on our off season Kids Programs and Camps, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit will be provided to any of our other programs, tours, or events.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Specialty Kids and Youth Programming (All Seasons)

Booking Policy:

All Specialty Kids and Youth Programming require full payment upon booking in order to reserve space(s). Spaces are limited and available on a first come, first served basis. Specialty Kids and Youth Programming cannot be booked online if the program starts in less than 7 days. Please call for availability at these times.

All off season Kids Programs & Camps are subject to our [Weather Policy](#).

Terms and Conditions:

Transfer of credit or dates are possible with the following considerations:

- Transfer of dates: Children can be transferred to a different program start date pending availability, provided that the transfer is requested a minimum of 14 days before the original program start date.
- Transfer of credit: Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a sibling or another child, such as a family friend or a child on Hoodoo’s waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our climbing camps and teams.

Cancellation Policy:

Due to the demand for space on our Specialty Kids and Youth Programming, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit will be provided to any of our other programs, tours, or events.

During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.

[Top](#)

Questions & Concerns

Any questions and concerns may be directed towards our Booking Manager.

Please contact: bookings@hoodoadventures.ca or call 250 492 3888 for more information.

[Top](#)