

# Hoodoo Adventure Cancellation Policies

**All policies are subject to change without notice. Please note that ALL SERVICES are subjected to our Weather Policy. All participants are subject to our Waiver Policy (excluding shuttle services).**

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## HOODOO ADVENTURES COMPANY POLICIES

### Waiver Policy

**All participants** (or legal guardians where minors are concerned) **are required to sign a digital waiver and/or rental agreement prior to their event.** Without a valid and complete waiver/rental agreement, participation in any of our events and/or use of our equipment will be denied. **Shuttle participants are exempt** from the waiver policy at this time.

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## Weather Policy

All activities are subject to the weather policy. Activities take place in a variety of weather conditions. Clients must dress appropriately and adequately for the forecasted weather. Your confirmation email will include a gear list.

*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 or catastrophic negative impact to the quality of the activity, Hoodoo Adventure Company Ltd reserves the sole right to alter, reschedule, or cancel 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. Unprepared/underprepared clients also 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.*

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## Group Booking: Discount Policy

Groups may qualify for a group discount, under the following conditions:

- **Regularly Scheduled Tours and Courses:**
  - Groups of 6-12 people: 10% discount
  - Groups of 13 or more people: 15% discount
- **Daily Shuttles:**
  - Groups of 4-6 people: 5% discount
  - Groups of 7-12 people: 10% discount
  - Groups of 13 or more people: 15% discount

Only select tours, courses and shuttles qualify for the group discount. We do not provide group discounts for any other product or service, including but not limited to rentals, youth programs, or corporate experiences as those activities are already priced to accommodate groups. Purchasing multiple separate services does not guarantee a discount. In order to qualify for the group discount, customers must meet the following criteria:

- Must be a qualifying service: *Regularly* scheduled, non-private Tours, Courses or Shuttles
- Group must consist of 4 or more people (or as outlined above)
- Event must be *organized and paid for by one person (group leader)*
- Full payment must be made up front
- There are no cancellations which bring the group numbers below the requirements.

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## Fees

### Booking Fees & Destination Management Fees

Booking Fees: Our online booking provider charges \$1 for every activity, package or rental that is booked. This fee is added to the checkout process after the taxes are added to your total.

Destination Management Fees: All tours in the Naramata area are subject to a \$1 fee per booked participant. This fee is used to fund tourism initiatives and campaigns for the Village of Naramata.

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## HOODOO ADVENTURES BOOKING POLICIES

### Standard Booking Policy

All activities must be paid for in full upon booking to confirm space(s).

All activities require a minimum number of participants to run. Minimums are listed in descriptions. If we are unable to meet minimums, we may offer an alternative date/time or cancel the activity and

provide a refund or credit. For groups of fewer than the minimums, a charge may apply to cover additional space if necessary. Maximums vary based on activity, available equipment, and staff. Per person rates apply, unless otherwise stated. Hoodoo Adventure Company Ltd aims to reach minimums wherever possible while accommodating the availability of our clients. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule activities in order to fulfill minimum numbers, or in response to weather or safety concerns.

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## **Schools, Youth & Corporate Groups Booking Policy**

All School, Youth & Corporate Groups require...

- Deposit: 50% - due upon booking to hold space(s).
- Balance: Due 21 days prior to the activity date.
- Final Numbers: Due 21 days prior to the activity date.
- All events must be organized and paid for by one person: The Lead Client.

Groups require a minimum number in order to run. Hoodoo Adventure Company Ltd. reserves the right to cancel or reschedule any corporate / school group activity and refund or credit participants should this activity 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 Groups do not qualify for group discounts as these programs are already priced accordingly. Clients may be subject to third party cancellation fees where applicable (ie: venue cancellation fees.)

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## **Private Tours Booking Policy**

*Any tour can be made into private tours upon request.*

All private tours must be paid for in full upon booking to confirm space(s). All private tours require a minimum of 6 people. For groups of fewer than 6, a minimum charge will apply to cover 6 spaces. *Private tours do not qualify for a group discount.* Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule tours in response to weather or safety concerns. Maximum numbers may vary based on activity, available equipment, and staff.

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## **Tour Packages Booking Policy**

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

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

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## **Daily Shuttles Booking Policy**

**Daily shuttles** are regularly scheduled, non-private, non-customized shuttles to the following locations: *Glenfir, Chute Lake and Myra Canyon.*

- All Shuttles must be paid for in full upon booking to hold space(s).
- All Shuttles require a minimum of 2 people, unless otherwise stated. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space where necessary. On shuttles with 2 or more people, per person rates apply. [Group discounts per policy above.](#)

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 canceled by Hoodoo Adventures for safety concerns.*

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## Custom Shuttles Booking Policy

*Custom Shuttles* are available upon request and are not regularly scheduled, often private, and involve custom dates, times, locations or other factors.

- Custom Shuttles must be paid for in full upon booking to hold space(s).
- Custom Shuttles have a base charge for up to 4 people, with per person rates for every additional person, or are charged at a flat rate. No group discounts.

Hoodoo Adventures will attempt to fill shuttles in appropriate situations, whenever possible.

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 canceled by Hoodoo Adventures for safety concerns.*

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## Rental Booking Policy

All rental equipment must be paid in full upon booking to secure. Reservation of rental equipment is only available for full day (8 hours) or multi-day rentals. Reservation of equipment for half day rentals is not permitted. All half day rentals start at 1pm, are based on availability, and are first come, first served (walk in only). Equipment availability may be limited due to other events, tours or programs which may be taking place.

### Requirements:

- A valid credit card and driver's license number must be provided to pick up rental equipment
- Rental agreement must be completed.
- All renters must be aged 19 or older.
- Minors must be accompanied by an adult.
- Renters must have a basic understanding of how to use the equipment they are renting.

Hoodoo Adventure Company Ltd reserves the right to deny / 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.

### Late Fees:

- All rentals are subject to late fees if not returned on time. 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; renters are 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.
- E-bikes take longer to return to circulation once returned, due to their need for charging. Penalties for late E-bike returns may be higher as a reflection of this.

### Damaged Equipment:

- 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.
- eBikes and bikes: It is expected that the renter will have a basic understanding of the equipment they are renting and that they will acknowledge any obvious malfunctions or warning lights while using the equipment by contacting us directly for guidance. If the renter chooses not to acknowledge an obvious malfunction or warning light and continues to use the equipment without approval of Hoodoo Adventure Company, the renter will be liable for any subsequent damage to the equipment.

### EBike Considerations:

- EBikes are available for half day rentals, full day rentals, or multi-day rentals.
- Due to the charge time required for EBikes, their turnaround time is significantly longer than our regular bikes; therefore *we do not allow for these rentals to be kept overnight to be returned in the morning*. If you would like to return the EBikes the following morning, you will be charged a full day rental fee per bike. We encourage all EBike renters to return their bikes on time, and at least 30 minutes prior to closing time.

### **Equipment Transportation Guidelines:**

Renters may be permitted to transport our bikes and E-Bikes under specific conditions:

- Bikes and eBikes cannot be disassembled for transport inside a vehicle (Wheels may not be removed / Handle bars must not be turned)
- E-Bikes must only be transported outside of a vehicle on a genuine E-bike rated carrier rack
- E-Bikes CANNOT be transported in a pick up truck and draped over a tailgate mat - This may result in damage to battery and frame
- E-Bikes CANNOT be transported in a trailer unless the trailer has a bike carrier rack installed specifically to carry E-bikes
- We reserve the right to deny personal transportation of our equipment if we deem the equipment to be inadequate for transportation. We may request to inspect transportation equipment and approve of it before releasing the equipment for rent.

Transportation of watercraft is also subject to approval of transportation by Hoodoo Adventure Company Ltd. and is decided on a case by case basis.

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## **Climbing Wall: Booking Policies**

### **Applies Year Round**

Our climbing wall is subject to a capacity of 30 participants, with considerations. All fees must be paid in full up front and are non-refundable unless otherwise outlined below. For groups of more than 30, contact us directly for guidance.

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

### **Day passes, Punch Passes, Skills Courses...**

- Day passes are valid for the day of purchase until close.
- Punch passes are valid for 1-year from the date of purchase.
- Punch Passes are shareable and transferable to a person who fits the same profile

### **Cancellation Policy:**

- No refunds, transfers or credits for missed classes or time slots.
- No refunds on Day Passes or Punch Passes.

### **Memberships:**

*It is up to the member to utilize their membership.*

- All fees must be paid up front in full.
- No refunds or partial refunds to members for unused memberships.
- Memberships non-transferable.
- Memberships will not be frozen without approval from the gym manager.

### **Climbing Programs:**

*Includes Pebbles, Stones, Boulders, and other youth programs.*

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 space:** 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.
- All youth programs are subject to a non-refundable \$35 administrative transfer fee.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing wall 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.

### **Birthday Parties:**

Birthday parties include...

- 1 hour of climbing, plus 30 minutes at the party table
- Base fee covers up to 8 children, then per person rates apply
- Staff for instructors to facilitate top rope climbing is charged per staff per hour

### **Cancellation policy:**

- Non-refundable 25% administration fee applies.
- No refunds inside 3 days (72 hours).

### **School groups:**

School groups are encouraged to book their space in the gym with as much notice as possible.

### **Terms & Conditions:**

- Booking inside 21 days: Full payment up front is required to confirm space.
- Booking with 21 days or more notice: 50% deposit is required to confirm space.
  - Final balance and final numbers are due 21 days prior to the event date.
- Minimum numbers may be required
- Maximum numbers may be implemented due to spacial restrictions. Please inquire.

**Subject to the [Waiver Policy](#).**

**Subject to the [Weather Policy](#).**

### **Cancellation policy:**

- Non-refundable 25% administration fee applies.
- No refunds inside 21 days.

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## **Hoodoo Memberships: Full Season and Monthly**

**Includes:** *Full season memberships, Monthly memberships*

All memberships require full payment of membership fees in advance. Membership benefits are not retroactive. Equipment/spaces may be limited, available on a first come, first served basis and are walk-in only.

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 for 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, 4-hour limited daily use of 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. We reserve the right to swap rental equipment for a reasonable substitute.* Watercraft rentals may be taken by vehicle off site using an appropriate and approved means of transportation. Multi-day and overnight rentals are not included and regular rates apply. Rental equipment 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 watercraft are included in your rental. Rentals are subject to availability and weather conditions at the time of rental.

- **Tours & Courses:** All members may join existing\* tours and courses at 50% off regular rates. Members joining tours and courses are subject to their respective policies. All fees must be paid for in full up front to reserve space(s). Members must contact us directly to book with their discounted rate.
- **Shuttles:** All members may join existing\* shuttles at 50% off regular rates. Members joining shuttles are subject to the Shuttle Policy. All Fees must be paid for in full up front to reserve space(s). Members must contact us directly to book with their discounted rate.
  - **\*Existing activities:** Activities that 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 any activity (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](#).

#### **Bring a friend:**

Members may bring up to 6 friends with them on any tour, course or shuttle at a discount of 20% off regular rates, per person. Rentals are also available at 20% off. *Bike rentals are not included.* Friends *must* be booked for the same date, time and activity/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@hoodoadventures.ca](mailto:bookings@hoodoadventures.ca) or call us at 250-492-3888. All friends of members are subject to the aforementioned booking and cancellation policies that members are bound by. Equipment rentals for friends of members are walk-in only, first come, first served, based on availability, and the member must also be attending at the same time.

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## **Kids Programs & Camps Booking Policy**

### **Requirements:**

All Kids Programs & Camps must be paid in full upon booking to reserve space(s). Spaces are limited and available on a first come, first served basis. Contact us to be added to our waitlist for booked out programs. All programs must be booked a minimum of 3-7 days in advance when booking online. When booking inside of those dates, please contact us directly for availability.

### **Paperwork:**

- Waiver & Medical Form (combined on one form - every child must have one!)
- Anaphylaxis Form (required for kids with a life threatening allergy who carry epinephrine)
- Extended Medical Form (for overnight trips, IE Trailblazers)

Note: All forms are due as soon as possible upon registration. If required forms are not completed and submitted the night before the program starts, Hoodoo Adventures reserves the right to deny participation in the program, without refund, credit or change of dates.

### **Peak Season Programs Terms & Conditions:**

**22 June - 6 September**, Includes: Summer Camps, Clinics, etc. *Does not include Trailblazers.*

### **Transfers:**

- **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 Space:** Spaces are transferable up to 14 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.
- **Transfer Fees: \$35 per program or space.**

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

### **Off Season Programs Terms & Conditions:**

**7 September - 21 June**, Includes: Winter & Spring Camps, Pro D Day Camps, etc.

#### **Transfers:**

- **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 Space:** 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.
- **Transfer Fees: \$35 per program or space.**

### **Specialty Programs Terms & Conditions:**

**Year Round**, Includes: Trailblazers, Customized programs, etc.

#### **Transfers:**

- **Transfer of Dates:** Children can be transferred to a different program start date, pending availability, provided that the transfer is requested a minimum of 30 days before the original program start date.
- **Transfer of Space:** Spaces are transferable up to 21 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.
- **Transfer Fees: \$35 per program or space.**

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

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## **Event Space Booking Policy:**

All Event Space Rentals are available on a first come, first served basis. Event space is limited. Full payment is required to hold space. Space is subject to availability and notice of 24 hours is preferred. Please call 250 492 3888 or email [bookings@hoodooadventures.ca](mailto:bookings@hoodooadventures.ca) to inquire.

#### **Requirements:**

- A valid credit card is required for deposits.
- Hoodoo Adventures is a non-smoking facility.

#### **Rental Inclusions & Additional Fees:**

Hoodoo Adventure Company Ltd includes up to one hour of clean up in all event space rentals. Additional charges of \$75 per hour apply for any additional clean up of the facilities that may be required after the event. The lessee is responsible for any damage to the facility event space throughout the duration of the lease.

#### **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.

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## **HOODOO ADVENTURES CANCELLATION POLICIES**

### **Peak Season Tours & Skills Courses**

**Applies: May 15 - September 15**

*Includes any regularly scheduled or custom tours and skills courses*

**Subject to our [Standard Booking Policy](#)**

**Subject to our [Weather Policy](#)**

#### **Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*

- *No refunds for cancellations inside 30 days of the event.*

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## **Off-Season Tours & Skills Courses**

**Applies: September 16 - May 14**

*Includes any regularly scheduled or custom tours and skills courses*

**Subject to our [Standard Booking Policy](#)**

**Subject to our [Weather Policy](#)**

**Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 15 days of the event.*

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## **Specialty, Customized & Group Tours**

**Applies Year Round**

***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, who is in charge of organizing their group and paying for the tour. Typically it consists of 6 or more people.*

**Subject to our [Standard Booking Policy](#)**

**Subject to our [Weather Policy](#)**

**Additional conditions:**

- Number of guests must be confirmed at least 10 days prior to the event.
- Cancellation of individual spaces is subject to the policy below
- Spaces may be transferable at the discretion of Hoodoo Adventure Company Ltd.

**Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

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## **Private Tours**

**Applies Year Round**

**Subject to our [Private Tour Booking Policy](#)**

**Subject to our [Weather Policy](#)**

**Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

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## **Tour Packages**

**Applies Year Round**

**Subject to our [Tour Package Booking Policy](#)**

**Subject to our [Weather Policy](#)**

**Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

### **IMPORTANT NOTE:**

*Accommodation and other service providers may have additional or differing 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.*

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## **Corporate Experiences & School Groups**

**Applies Year Round**

**Subject to our [Schools, Youth & Corporate Groups Booking Policy](#)**

Subject to our [Weather Policy](#)

**Cancellation Policy:**

- All events are subject to a non-refundable 25% administration fee.
- No refunds for cancellations inside 21 days of the event.

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## Daily Shuttles

Applies Year Round

Subject to our [Daily Shuttle Booking Policy](#)

Subject to our [Weather Policy](#)

**Cancellation Policy:**

- All shuttles are subject to a non-refundable 25% administration fee.
- No refunds for cancellations inside 7 days of the event.

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## Custom Shuttles

Applies Year Round

Custom Shuttles: Includes but not limited to Rock Creek, Midway, Princeton, Beaverdell, etc.

Subject to our [Custom Shuttle Booking Policy](#)

Subject to our [Weather Policy](#)

**Cancellation Policy:**

- All shuttles are subject to a non-refundable 25% administration fee.
- No refunds for cancellations inside 30 days of the event.

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## Rentals

Applies Year Round

Subject to our [Rental Policy](#)

Subject to our [Weather Policy](#)

**Additional Considerations:**

- **Please read our Know Before You Go Document** - When booking rentals it is assumed that all renters have read, understood and agreed to the information contained therein.

**Cancellation Policy (Mountain and Comfort Bikes)**

- All rentals are subject to a non-refundable 25% administration fee.
- No refunds for cancellations inside 7 days of the rental.

**Cancellation Policy (E-Bikes)**

- All rentals are subject to a non-refundable 25% administration fee.
- No refunds for cancellations inside 14 days of the rental.

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## Races

Applies Year Round. All race events, unless otherwise specified.

Subject to our [Weather Policy](#).

**Cancellation 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@hoodoadventures.ca](mailto:events@hoodoadventures.ca). There is a \$35 administration fee applied to all transfers.

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## Gift Certificates

**All Gift Certificates: Purchased, Donated/Promotional - Hard & Digital Copies.**

**Purchased Gift Certificates:**

As 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, (ie: a gift certificate for a wine tour may have its value transferred towards a climbing wall membership instead.)

We do not give cash back on gift certificates, or on unused balances.

#### **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.
- Donated gift certificates must be used for the item noted.
- No cashback on unused balances.

#### **Using Gift Certificates:**

Customers must contact the booking office directly to redeem in most circumstances. Once a gift certificate is redeemed, the customer is bound by the terms and conditions of the service they have purchased with that gift certificate. Hoodoo Adventure Company Ltd does not track gift certificate recipients. Please take care not to lose your certificate as we may not be able to recover it on your behalf. When redeeming your certificate, we will need the code, expiration date, value and service (if applicable).

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## **Gift Cards**

### **All Gift Certificates: Purchased, Donated/Promotional - Hard & Digital Copies.**

#### **Purchased Gift Certificates:**

Customers may be required to contact the booking office directly to redeem in most circumstances. Once redeemed, the customer is bound by the terms and conditions of the service they have purchased. Hoodoo Adventure Company Ltd has limited ability to directly track gift card ownership. Please take care not to lose your gift card as we may not be able to recover it on your behalf. When redeeming it, we will need the code associated with it.

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## **Kids Programs & Camps**

### **All Kids Programs & Camps are Subject to the [Kids Program Booking Policy](#)**

#### **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 may be provided to any of our other programs, tours, or events, at our discretion.

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## **Event Space Rentals**

### **Year Round**

#### **Cancellation Policy:**

- *All events are subject to a non-refundable 25% administration fee.*
- *No refunds for cancellations inside 30 days of the event.*

## **Questions & Concerns**

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

Please contact: [bookings@hoodooadventures.ca](mailto:bookings@hoodooadventures.ca) or call 250 492 3888 for more information.

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