

MASHINERY CANCELLATION POLICY

We get it, plans change. Our cancellation policy is designed to be fair while allowing us to prepare equipment, staff, and time just for you.

STANDARD BOOKINGS

48+ hours before your scheduled experience:

- ✓ Full refund or reschedule at no charge

24–48 hours before your scheduled experience:

- ✓ One-time reschedule or MASHinery credit
- ✗ No cash refund

Less than 24 hours before your scheduled experience:

- ✗ No refunds or credits

No-shows:

- ✗ No refunds or credits

WEATHER & SAFETY

If MASHinery must cancel due to unsafe weather, mechanical issues, or safety concerns, guests will receive:

- ✓ A full refund
- or
- ✓ The option to reschedule

GROUPS, EVENTS & PRIVATE BOOKINGS

Cancellations for group bookings or private events must be made **7 days in advance** for a full refund.

Cancellations within 7 days may be eligible for rescheduling or credit at MASHinery's discretion.