



Cancellation Policy

We appreciate there are occasions where sometimes all the best laid plans, training and readiness can be impacted forcing plans to change or be cancelled. The following offers some clarification about what to expect should you need to cancel or change your hire – this policy applies to both International & New Zealand local hirers and ensures that our business can support you as much as possible.

Force Majeure

Should the training mission or event you have hired a kayak and/or equipment for has to be cancelled due to force majeure, there will be no refund of your rental costs.

Covid-19

Should the training mission or event you have hired the kayak and/or equipment for has to be cancelled due to Covid-19, there will be no refund of your rental costs. We do offer to transfer your hire to another event, or the next scheduled date for the event you were hiring for. For example, if Coast To Coast 2026 is cancelled for this reason, your hire can be transferred to Coast To Coast 2027 or another event held before that date. There will be no transfer / refunds beyond any 12-month extension.

Weather

Our kayak rentals are used on alpine rivers where they are generally weather reliant. If your hire cannot go ahead due to the weather or river levels beyond recommended safety parameters, or your provider has cancelled a trip or course, your hire will be transferred to another date up to 6-months. If you are unable to book another date, no refund will be offered.

General Cancellation

For those times where you need to cancel your rental booking, the following shall apply:

Withdrawal period

Up to 3-months prior to hire

Between 45-days to 3-months prior to hire

Less than 45-days prior to hire

Refund

75% of total hire

40% of total hire

No refund applies

