

Cancellation & No-Show Policy

This page outlines the cancellation, refund, and no-show policies for experiences operated by Sunshine Kayak Tours LLC, DBA Sunshine Paddle Tours (the “Provider”).

These policies apply to all tours unless otherwise stated at the time of booking.

Standard Cancellation Policy

- Reservations may be cancelled or rescheduled up to 48 hours before the scheduled tour start time for a full refund.
 - Cancellations made within 48 hours of the scheduled tour start time are non-refundable, unless Trip Protection has been purchased.
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Trip Protection Option

- Guests may purchase Trip Protection at the time of booking and payment for \$10 per person.
 - Trip Protection must be purchased at the time of booking and cannot be added later.
 - With Trip Protection, guests may cancel their reservation between 48 and 24 hours before the scheduled tour start time and receive a full refund.
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Non-Refundable Situations

The following situations are non-refundable, even if Trip Protection was purchased:

- Cancellations made within 24 hours of the scheduled tour start time
- No-shows
- Arriving with fewer participants than originally booked, including individual no-shows within a group

In these cases, the full tour price will be charged, and no refunds will be issued for missing participants.

Cancellation Requests

- All cancellation or rescheduling requests must be submitted through the booking system or via the contact details provided in the booking confirmation.
 - Refund eligibility is determined by the time the cancellation request is received, not by the scheduled tour start time.
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Policy Updates

Sunshine Kayak Tours LLC, DBA Sunshine Paddle Tours, reserves the right to update or modify this policy at any time.

The policy in effect at the time of booking applies to each reservation.
