

Sunshine Paddle Tours – Tour Policies

These Tour Policies apply to all experiences operated by **Sunshine Kayak Tours LLC, DBA Sunshine Paddle Tours** (the “Provider”).

Important Information

Tour policies may vary by location due to local regulations and site-specific requirements. The policies in effect at the time of booking apply to the selected tour and location.

Children & Minors

- Children 6 years of age and under must wear a properly fitted U.S. Coast Guard–approved life jacket at all times.
- Participants over the age of 6 may be required to wear a life jacket when required by law or when instructed by the Provider.
- Minimum age requirements may vary by tour and location based on safety considerations and local regulations.
- Participants under 18 years of age must have a parent or legal guardian complete and accept the required waiver on their behalf.

Alcohol & Substance Use

- Alcohol and illegal substances are strictly prohibited on all tours operated by the Provider.
- Participants who appear impaired or fail to comply with this policy may be denied participation or removed from the tour.
- No refunds will be issued for removal due to a violation of this policy.

Health & Medical Considerations

For safety reasons, all participants must be physically capable of participating in a guided kayaking or paddleboarding experience.

Guests should not participate if they have medical conditions that may be aggravated by physical activity or water-based environments, including but not limited to:

- Heart or cardiovascular conditions
- Severe back, neck, or spinal issues
- Recent surgery or injury
- Respiratory conditions triggered by exertion
- Conditions causing dizziness, fainting, or loss of consciousness
- Pregnancy without prior medical clearance

Additional information:

- Guests are responsible for assessing their own physical condition and limitations prior to participation.
- Guests with medical concerns are encouraged to consult a healthcare professional before booking.
- Guides are not medical professionals and cannot assess individual fitness levels.
- The Provider reserves the right to deny participation if a guest's condition appears to pose a safety risk.

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.

Trip Protection

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

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.

Cancellations & Changes

- 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.

Arrival & Check-In

- Guests are asked to arrive at least 15-20 minutes prior to their scheduled tour or pick-up time.
- Late arrivals may result in an inability to participate, depending on tour logistics and safety considerations.
- All participants must complete the required waiver prior to the start of the tour.

Text Messaging (SMS)

By providing a mobile phone number during booking, guests consent to receive essential tour-related text messages, which may include:

- Booking confirmations
- Tour reminders
- Important updates regarding the scheduled experience

Additional information:

- Message frequency is limited and focused on the booked tour.
- Message and data rates may apply.
- Mobile carriers are not responsible for delayed or undelivered messages.

Policy Updates

Sunshine Kayak Tours LLC DBA Sunshine Paddle Tours reserves the right to update or modify these policies at any time.

The policies in effect at the time of booking apply to each reservation.

Acceptance of Policies

By booking and participating in a tour with Sunshine Paddle Tours, guests acknowledge that they have read, understood, and agreed to these Tour Policies, in addition to the Participant Waiver & Release of Liability.

I acknowledge and agree to the Tour Policies