



Reservation Policy

We require a \$10-\$20 per person deposit for groups of 10 or more, depending on activities booked. Deposits are typically due within 7 days of making a reservation. With larger groups, special payment plans can be set up to make planning your trip easier. You can make payments over the telephone with VISA, MasterCard, American Express or Discover. Online payments can be accessed via your online Invoice or you can mail a check or money order.

Cancellation Guarantee (Trip Insurance):

- A 7.5% non-refundable fee is included on all reservations.
- A Full Refund except for 7.5% Cancellation Guarantee Fee is given for any reservation cancelled by 5pm the day before their Activity or Lodging.
- Full Credit in the form of a Voucher or Wildwater Adventure Dollars for any Activity or Lodging for reservations cancelled the same day scheduled. Cancellation must be made prior to Activity Start Time.
- Freedom to reschedule is unlimited as long as it is done before activity starting time for any reason, including weather. For large groups we will have to be able to accommodate changes due to staffing.
- Anyone wishing to request special treatment or changes to any policy may complete an "Exception Form" to be submitted to the CEO for a decision. There must be extenuating circumstances; car accident, death in the family, documented illness, etc. Notification to Wildwater must have been made shortly after incident, not at check-in. Supporting documentation is required.

Regular Cancellation Policy:

If you choose to opt out of the Cancellation Guarantee this policy will apply:

- Full refund less one \$10 reservation fee for any reservation cancelled 14 days in advance of first activity or lodging.
- \$20 per person cancellation fee for any activity cancelled between 14 and 7 days before first activity or lodging.
- No refunds for any reservation cancelled less than seven days before activity or lodging date.
- Rescheduling will be treated as a cancellation
- No refunds for inclement weather

Wildwater Group Coordinator/Custom Account Manager
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