

Cancellation Policies

For your booking with Taupo Kayaking Adventures

(a) If a customer chooses to cancel:

- Up to 48 hours before departure time – rebooking at no extra cost , or refund less 10% booking fee
- Within 24 – 48 hours before departure time – rebooking at no extra cost, or refund less 50%
- Within 24 hours of departure or after departure time – rebook with a 10% booking fee, or no refund.

(b) Cancellation by the Guide:

Taupo kayaking Adventures reserves the right to cancel or amend any tour due to road, track, water or weather conditions. If we cancel a tour due to such circumstances, you will have the following options:

- Cancel the day's outing for a full refund;
- Choose an alternate tour or walk option from the Operator's available services. Customers will be refunded the cost of the tour less the price of the alternative trip chosen.

(c) You will receive no refund:

- If you miss the tour departure (e.g sleeping late, unexpected illness or injury, vehicle breakdowns, etc),
- If we have to cancel the booking due to clients ill health, poor fitness, intoxication