

Registration, Cancellation & Refund Policy

All Trip, Tours and Instructional Courses:

Registration & Reservations

Pre-registration is required for all events. Pre-register as early as possible to secure your spot as spaces can fill quickly. Once registered, and your reservation is complete, you will be emailed a copy of your receipt. This will also be your confirmation letter. Additional forms and handouts for Trips and Classes will be added as attachments to your confirmation email.

- Please call 443-212-8978 (TWST) or visit our Website at www.TwistedCreekPaddlesports.com and click "Contact" with your questions.
- For Reservations call 443-212-8978 or Visit www.TwistedCreekPaddlesports.com and click "Reservations".
- Full Payment is required to secure a reservation.

Cancellations and Refunds

Full Refunds:

- Will only be given if we cancel an Event for any reason other than weather. Extremely rare. In this circumstance a Full Refund, a Transfer to another Event or Credit to your account will be issued.
- Weather related cancellations made prior to an Event due to undesirable weather or water conditions will be offered a full Transfer or Credit, no Refund.
- Trips cancelled during their duration due to unfavorable weather or water conditions will be offered no Refund, Credit or Transfer. We all gamble on the weather. We will do our best to provide you a safe and entertaining journey in any event. See Weather Policy below for more.

Partial Refunds:

- Cancellations made more than 30 days in advance of a reservation will be issued a full Refund less a \$25.00 Service Fee. Transfers to other events are acceptable for a \$10.00 per person Service Fee.

No Refunds:

- Cancellations made less than 30 days in advance of a reservation or a failure to attend a part or whole of your event will result in no Refund. You may Transfer or Substitute another qualified person for a \$10.00 Service Fee.

Additional Information:

- Transfers must be equal or greater in value to registered event. Any difference in amounts must be paid in full at time of transfer to secure new Reservation.
- No Refunds, Transfers or Credits will be issued less than 24hrs. prior to an event. Please contact us with any special circumstances you may have.
- Cancellation and Refund Policy apply to all participants in all events.

Weather Policy

Inevitably, poor weather will happen. In the event of high wind, thunder or lightning we will immediately head back to the dock, shore or safest protected area accessible to us. We will hold you for 15 minutes from the last thunder heard or lightning seen. If we're unable to return you to your event within 30 minutes we will cancel the remainder of the event. Credits may be issued for events that complete less than half of their scheduled duration.

Payment Options

We accept Checks, Cash, MC and Visa. Make checks payable to Twisted Creek Paddlesports. Thanks.