



Cancellation Policy

1. Reservation Confirmation

All reservations require advance payment or a valid credit card to secure the booking. A reservation is not confirmed until payment authorization is received.

2. Standard Cancellation Policy

- Cancellations made **7 days or more** prior to the scheduled rental date will receive a **full refund**.
- Cancellations made **3–6 days** prior to the rental date will receive a **50% refund**.
- Cancellations made **less than 72 hours** before the rental date are **non-refundable**.

3. Same-Day Cancellations & No-Shows

- Same-day cancellations and no-shows will be charged **100% of the rental fee**.
- Arriving more than 60 minutes late without notice may be considered a no-show.

4. Weather Policy

Safety is our priority. Rentals may be canceled or rescheduled due to unsafe weather conditions (e.g., high winds, lightning, severe storms) at the discretion of management.

- If we cancel due to weather, customers will receive either a **full refund** or the option to **reschedule at no additional cost**.
- Light rain or overcast conditions do not qualify for weather-related cancellations.
- No refund will be given for weather conditions on multi-day rentals

5. Early Returns

No refunds or credits will be issued for early returns of the pontoon.

6. Rescheduling Policy

- Rescheduling requests made at least **72 hours in advance** may be accommodated without penalty, subject to availability.

7. Holiday & Peak Period Bookings

Reservations during holidays and peak seasons (including but not limited to weekends and

special events) may be subject to stricter cancellation terms. These will be disclosed at the time of booking.

8. Group & Multi-Boat Bookings

Group reservations or multiple boat rentals may require a larger deposit and longer cancellation notice. Specific terms will be outlined at the time of booking.

9. Refund Processing

Approved refunds will be processed within 24 hours and issued to the original form of payment unless otherwise agreed.

10. Agreement to Policy

By confirming a reservation, the renter acknowledges and agrees to this Cancellation Policy.

Renter Name: _____

Signature: _____

Date: _____