South Wales Adventure Company Hire Cancellation Policy

Definitions and Interpretations

1. ‘The Company’ refers to South Wales Adventure Company Limited.
2. ‘The Customer’, ‘Your’, ‘You’ refers to the person or persons paying for the service/s provided by the company.

Cancellations

1. If the booking is cancelled by the customer, the company will issue a refund via a voucher. The value will be the price paid, minus any booking fees.
2. If the booking is cancelled by the company for any reason, at any time, a full refund or an alternative date will be offered.
3. All bookings are subject to safe wind and water conditions and as such it may be necessary to reschedule your booking if the forecast is unfavourable.
4. If you need to cancel your booking, please email bookings@southwalesadventurecompany.com and someone will get back to you as soon as possible.

Night Kayaking Policy

1. We do not cancel night kayaking sessions for bad weather, unless there is a weather warning issued by the MET Office. The weather warning must cover the session time. If it is due to finish before, or start after the session is due to finish, the activity will go ahead as planned.
2. There are NO refunds for night kayaking sessions, regardless of any notice provided by the customer.
3. The customer is unable to change the date of their session once booked.
4. If the company cancels or postpones the session due to adverse weather, a voucher for the full amount, minus the booking fee, will be issued to the customer. The voucher will be valid for 12 months from the date it is issued.