South Wales Adventure Company Activity 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

The first £100.00, or value up to £100.00 is a non-refundable deposit. This first £100.00 will be retained by the company to cover the cost of admin and other associated costs.
Any additional funds will be treated as follows:

1. If the booking is cancelled by the customer, the following terms and charges apply:

14 days or more prior to activity date	No charge, a full refund will be given.
Between 7 – 14 days prior to activity date	50% of the hire fee will be refunded, The company will retain the other 50%.
Between 2 – 7 days prior to activity date	25% of the hire fee will be refunded, the company will retain the other 75%.
Within 48 hours of the activity date	No refund, the company will retain the full amount paid by the customer.

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 minus the non-refundable deposit.
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 info@southwalesadventurecompany.com or call 07554 306193. If there is no answer, please leave a message and someone will get back to you as soon as possible.