

# Cancellation Policy

## Tofino eFoil

We understand that plans can change, and we strive to be as accommodating as possible. Our cancellation policy ensures that we can maintain the highest level of service for all our guests. Please review the following terms:

### Cancellation Fees:

1. **Cancellations within 48 hours:** If you cancel your appointment within 48 hours of your scheduled time, 50% of the total fee will be retained.
2. **Cancellations within 24 hours:** If you cancel your appointment within 24 hours of your scheduled time, the full payment will be retained.

### Rescheduling:

Rescheduling appointments is at our discretion and may not always be possible. While we strive to accommodate rescheduling requests, customers must understand that it may not be achievable due to the reserved time slots and professional guide availability. Your time and our time are valuable, which is why we have this policy in place.