

REELING RAFTING

James River Rafting Incorporated, dba James River Reeling & Rafting
P.O. Box 757 - Scottsville, Va. 24590 - 434.286.4386

Reservation Policy:

Please read the following reservation policy carefully in order understand how our reservation system works. **Your options to guarantee the equipment are to either prepay in full or just put a 20% nonrefundable deposit toward the total. Once your credit card is given in good faith to guarantee the equipment, it is given freely knowing you plan on showing up and enjoying your trip.**

**You do not need to print or bring this policy document with you.*

- 1) A verbal (7) Day cancellation policy is explained to all customers at the time of reservation. If time is of the essence and if it is not fully explained by the employee via phone, then the customer is directed to our webpage where they can read the policy in full
- 2) The cancellation policy applies to reservations made well in advance (ex. weeks/months out) as well as last minute bookings. If you reserve equipment within 7 days prior to your trip, it's simple; You Own It.
- 3) The customer reserving the equipment is **financially responsible for all equipment booked**. A No-Show or No-Call to reschedule constitutes loss of your 20% non-refundable deposit given when booked.
 - a. If the trip was paid in full upon making your reservation and you cancel last minute, (within 7 days of the trip) **No refund will be given**. You can always reschedule the trip or a gift certificate will be issued that can be used in the current and upcoming seasons.
- 4) If your trip is booked last minute (**i.e., within seven days of your desired trip date**) you are still financially responsible for **ALL reserved equipment**. (ex., If you reserve 7 kayaks, canoes or rafts and only need 6 you are still obligated to pay for all equipment booked even if unused.)
- 5) In some instances, a gift certificate for the amount charged may be issued if the manager on duty sees fit. All gift certificates are valid for the current season and the following only. Trips cancelled in August or later, would be issued a gift certificate good for the following year.
- 6) If we cancel your trip based on unsuitable weather or water conditions, you can always reschedule or a gift certificate will be issued or refunds can be discussed and determined by managing staff.

*If for whatever reason, there is a balance owed on any reservation due to bad checks, insufficient funds and/or declined credit cards used for any purpose related to an individual's group reservation, **the reservation holder will be held financially responsible for all balances owed on their specific reservation, and the card used to confirm the reservation can/will be charged to clear the account.**