

Big Canyon Rafting Ltd.

Reservation Guidelines and Policies

Deposit Information

Big Canyon Rafting Ltd requires an individual or group to reserve seats with a deposit. Depending on the trip and the duration of time between the reservation and the departure date; a deposit of 25-50% is required upon booking.

A 25% deposit is required by credit card when reserving a seat(s). This is 25% of the trip group total.

1-3 persons: The remaining fees may be paid on the departure date prior to shuttle to put-in.

4 or more persons: The trips total fee is due 5 business days prior to the trip departure date.

Reservation Dates

A deposit must be made by a Valid Visa or MasterCard if your reservation is made between 5 business days or fewer prior to the departure date of the trip.

A deposit on a trip reservation may be made in the following forms as long as it is received at least 5 business days prior to a trip departure (Cash, Cheque, and Travelers Cheque) OR, if you are making the deposit in person.

Note: The idea of a deposit on a reservation is so that there is some sort of security holding your seats. It means that we have secured your seats, and it also means that we are not left last minute with a cancellation and nothing to show for it, as our trips cost us money to prepare long before the trip runs. Keep this in mind when you are thinking of reserving as an individual and group especially and see our group reservation info sheet for some ideas on getting a group together [here](#).

Last Minute Reservations

For those travelling through and wish to reserve last minute our guidelines really depend on the following factors: Available Seats, Group Size, and Trip. The basic rule for a reservation is that we will require a credit card to reserve your seats even if you are 24 hours prior to departure date.

Cancellation Policy

Cancellations are the unfortunate bi-product of adventure tourism and for many and various reasons people and groups do cancel or wish to change dates last minute. We understand that there are unforeseeable circumstances that could lead to a cancellation on a reservation, as there is the odd time that Big Canyon Rafting Ltd must cancel a trip due uncontrollable circumstances as well. After many years of Commercial River rafting, We find the following general policy is what works best for all parties involved:

Cancellation Policies and Guidelines

An individual or group cancellation 15-30 days prior to departure date:

- Will receive 75% of initial deposit as refund. The remaining 25% of initial deposit will remain as compensation for trip expenses and lost revenue for those seats.
- Will be credited the 25% should the party or individual choose to reschedule or book a trip in the future.

An individual or group cancellation 15-5 days prior to departure date:

- There will be a refund of your trips total less the deposit. (25% of the trip total)

An individual or group cancellation 5 days or less prior to departure date:

- There will be no refund on money for deposit or trip total in this case. We will make arrangement with you to discount and credit you for a trip in the future.

A Group Member cancels 15-30 days prior to trip departure:

- It is up to the group to find a replacement for the group member. This includes the days leading up to the trip departure date. Otherwise the group will forfeit the members deposit to Big Canyon Rafting Ltd.
- If the member(s) cancel 5 days or less prior to the trip departure date, there will be no refund of the total cost of the seat.

Last Minute Payment

Full payment of cost of seat or trip must be made prior to departure on to river, and it is important to note that it is preferred and a more simple process to have transactions and details clear prior to the trip departure date. Big Canyon Rafting Ltd will work closely with you to detail the trip and all the information you will need. Feel free to call us and talk to us today.

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