



Terms & Conditions

Booking Confirmation and Cancellation Policy:

Bookings by phone or email are *confirmed only after receipt of full payment of the total tour cost* or immediately if booked online.

Cancellation Policy: If a tour is cancelled by Kiah Wilderness Tours due to unfavourable weather conditions, a full refund will be provided.

For tours *cancelled by the customer*:-

- 7 days or more prior to tour date - full refund
- 3-6 days prior to tour date – 50% refund
- 1-2 days prior to tour date – no refund
- *NB: Refund will not include any booking fee charged through our booking system or any international banking fees.*

If a tour is cancelled by a guest because they or someone in their group is displaying signs or experiencing symptoms of COVID-19, a full refund will be provided. PLEASE do not come if you are feeling unwell.

Limitations:

Persons participating in kayak tours must be within these weight limits:

- if between 150cm-165cm tall – must weigh less than 85kg OR
- if taller than 165cm – must weigh less than 110kg

Children under 16 must be accompanied by a responsible adult.

Gift Vouchers:

- People holding Gift Vouchers must book to secure the preferred date. If a booked tour cannot proceed due to weather conditions, the Voucher will be honoured for a revised date.
- Otherwise, Expiry Dates on Gift Vouchers will be strictly adhered to.