



(619) 535-1333
info@ecoboattrentals.com
www.ecoboattrentals.com

CANCELATION POLICY - ECO BOAT RENTALS LLC

No Risk Reservations: Since we only take 6 passengers at a time, we do sell out and so we require reservations.

Book early with no worries! If we cancel a sail because of bad weather, we will reschedule your trip at no additional charge. If you can't reschedule, we'll refund 100%. If we don't sail, you don't pay. It's that simple!

If you need to cancel, we require 48 hours notice so we have an opportunity to resell your seats. Otherwise, tickets are non-refundable. See below for complete policies.

You must arrive at the dock 15 minutes prior to departure for boarding. We do leave on time!

Inclement Weather Policy

The following policies apply to cancellations determined by the Captain which are weather related. The sail usually runs in light rain and other moderate weather conditions, but we may cancel the activity up to an hour before the start time in the event of severe or unsafe weather conditions. In the event of a weather cancellation, Eco Boat Rentals will make every effort to reschedule your tour at no additional charge.

Group Tours & Private Charters & Rentals

Inclement weather is determined by Eco Boat Rentals specifically by the captain of the day. This determination is based on criteria of safety and comfort.

Inclement weather is defined generally as

Cold temperatures which would render water activity uncomfortable, i.e., could not be remedied by the simple addition of seasonal, condition-appropriate outerwear.

Rainy conditions which are persistent (not a passing shower)

The threat of, or actual thunderstorm activity which cannot be avoided safely under sail

High winds or high wave conditions which would make water activity unsafe.

Purchased tickets are non-refundable except in the case of inclement weather. Affected ticket holders will be offered the opportunity to reschedule to a future date at no charge. If you are unable to reschedule, a 100% refund will be provided for weather cancellations. Ask for details.

If Eco Boat Rentals cancels a tour due to inclement weather or unsafe conditions, every effort will be made to reschedule at no charge. If the customer requests a cancellation for inclement weather which the Captain and Eco Boat Rentals LLC judges does not fit the criteria for inclement weather definition above, then the non-weather related cancellation policies apply.

Cancellation Policy

The following policies apply to cancellations requested by the customer which are non-weather related or "no-shows" at the scheduled water activity time. In the event of a cancellation request made with 48 hours notice, Eco Boat Rentals will make every effort to reschedule your water activity . If this is NOT possible, 100% refund will be provided.

Group Experiences:

Ticketed events are paid in full at the time of reservation.

Tickets are *transferable to other guests.

Requests for rescheduling of ticketed reservations may be made up to 48 hours before the tour and will be contingent on availability. There is no charge for rescheduling ticketed tours with at least 48 hours notice.

Purchased tickets are non-refundable within 48 hours of the scheduled tour.

Private Charters & Rentals

If you need to cancel, we require 48 hours notice so we have an opportunity to resell your seats. Otherwise, tickets are non-refundable. See below for complete policies.