



Northeast Guide Service LLC
d/b/a Northeast Whitewater
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Northeast Whitewater Refund & Cancellation Policy

Northeast Guide Service reserves the right to change venue, times, river and cancel or postpone any program or trip due to weather, safety, snow storms, high water, low water, lightening, low participation numbers, safety considerations or any other foreseen or unforeseen act.

If Northeast Guide Service cancels the program or trip, the participant is due a full refund. If Northeast Guide Service postpones and changes the program or trip to another date), and the participant cannot attend, the participant will receive a full refund, except for a 7% processing fee.

A deposit of 50% of the program or trip fee is due upon registration to be confirmed as a participant. This deposit is non-refundable unless Northeast Guide Service cancels or postpones the program or trip.

The balance of the program or trip fee is due 30 days prior to the program or trip beginning along with all waivers, participant, and medical forms required for the program or trip. If the participant cancels their reservation more than 30 days before the program or trip begins, they would receive a refund of all fees paid, except for the original 50% deposit and a 7% processing fee. If the participant cancels their reservation less than 30 days before the program or trip begins, they would not receive a refund.

NOTE: Trips do not wait for late arrivals - and late arrivals do not receive refunds or credits for future trips.

Participants will receive a copy of this Notice & Cancellation Policy and it is in effect with all program or trip participants, unless other payment, fee, and term arrangements have been made in writing.