

Updated November 29, 2020

With these unprecedented times, we have made adjustments to our cancellation policy. We are cautiously optimistic, but we need to plan for unforeseen situations. For cancellation of a program because of a change in the provincial or federal guidelines or other reasons related to COVID-19, we will give you a credit for future programs or a refund, whichever you prefer. For non-COVID-19 related cancellations, our regular cancellation policy applies.

Furthermore, if you are feeling sick or exhibiting COVID-19 symptoms before a program, even on the same day the program starts, we will give you a full credit for a program in the future. We want you to plan, dream and get excited about kayaking with us without the financial risks. 30 days before a program, each participant will receive our risk management plan so you can plan ahead. We have developed extensive risk management protocols for COVID-19 and we will keep improving and adapting them as new information comes available.