



## RESERVATION AND CANCELLATION POLICIES

In order to ensure a satisfactory experience for our clients, we have established strict reservation and tour cancellation controls:

1. *In order to make a reservation, full payment of the activity is required.*
2. *Once you receive your confirmation, your reservation is guaranteed.*
3. *If weather issues compromise the safety of the boat, a full refund will be made or the activity will be rescheduled, always according to availability.*
4. *For web or telephone reservations, full refund will be made in case of cancellation only if the request is made 24 hours prior to the tour.*
5. *In case that the person is not punctual or that the cancellation is made in less time than stipulated, there is no refund, only change of date subject to availability and with previous authorization.*
6. *In case the person does not show up, no refund will be made.*

Changes in reservations or cancellations can be requested by calling **+52 (624) 14 32 252** in Los Cabos or **+52 (612) 12 15161** in La Paz or via email at **reservaciones@sunridertours.com**. All changes are subject to availability.

### Credit card payments

Your credit card will be charged as soon as your reservation is confirmed, normally this process is completed after 24 hours of sending your reservation. Card payments generate a fee of 5% on the total amount, according to bank policies.

On the day of your reservation, you will have to present an official identification to be able to make the check in, in addition to your printed or digital reservation coupon.

**Thank you for booking with Sunrider Adventures!**