

# want to canoe? Full Booking Terms & Conditions 2025

## INTRODUCTION

Thank you for choosing [want to canoe?](#) for your watercraft adventure on the beautiful River Wye or local waterway. We are excited to welcome you, and our team is committed to ensuring you have a safe and enjoyable experience on the water.

As we are a seasonal business we can book up very quickly and may need to turn away customers based on your booking, especially during peak season! So, we have designed these terms and conditions to be as equitable as possible for both you and us.

**Before you book and pay**, please take a moment to read through the following *want to canoe? Full Booking Terms & Conditions* and you should also ensure you have read the *want to canoe? Hire Terms, Conditions & Rules* carefully.

## APPLICATION

These booking terms & conditions **apply** to *all bookings* whether made online, via email, by phone, or in person.

## ACCEPTANCE

Any form of payment received by want to canoe? for any booking is deemed to be the full acceptance of all these terms and conditions without exception.

## BOOKING CANCELLATION BY WANT TO CANOE?

Any booking cancellations by want to canoe? **prior to your departure** will always receive a **full refund** or we can offer you the option to reschedule at any time within 36 months of your original booking time and date (without occurring any additional fees if our prices change).

## BOOKING CANCELLATION BY THE CUSTOMER

Customers who have booked and fully paid will be subject to the following cancellation and refund terms and conditions.

## FULL AND HALF DAY TRIPS

- **15 DAYS OR MORE NOTICE** - we offer a full refund<sup>^</sup> or the option to convert the full amount of the booking to a Gift card\*
- **14 TO 8 DAYS NOTICE** - we offer a 50% refund<sup>^</sup> or the option to convert the full amount of the booking to a Gift card\*
- **7 DAYS TO 24 HOURS' NOTICE** - no refund or we offer the option to convert the full amount of the booking to a Gift card\*
- **23 HOURS OR LESS NOTICE** - no refund and we will not offer a Gift card.

## MULTI DAY TRIPS

- **21 DAYS OR MORE NOTICE** we offer a full refund<sup>^</sup> or the option to convert the full amount of the booking to a Gift card\*
- **20 TO 14 DAYS NOTICE** we offer a 50% refund<sup>^</sup> or the option to convert the full amount of the booking to a Gift card\*
- **14 DAYS TO 24 HOURS NOTICE** no refund or we offer the option to convert the full amount of the booking to a Gift card\*
- **23 HOURS OR LESS NOTICE** no refund and we will not offer a Gift card.

## GROUP BOOKINGS 10-19 PEOPLE (FOR NON-ONLINE CUSTOMERS)

- **AS ABOVE** if the booking is a half day, full day or multi-day trip.
- **PLEASE NOTE** *that if someone does not arrive on the day we will not issue a refund or voucher for that person.*
- **HOLD DEPOSIT AND NON-FULL PAYMENT PRIOR TO DEPARTURE.** *The above will still apply AND additionally if the total amount of attendees drops to 9 or below the full rack rate will be charged for all remaining customers.*

## GROUP BOOKINGS (NOT CORPORATE EVENTS (20+ PEOPLE) (FOR NON-ONLINE CUSTOMERS)

- **30 DAYS OR MORE NOTICE** - we offer a full refund<sup>^</sup> or the option to convert the full amount of the booking to a Gift card\*
- **29 TO 14 DAYS NOTICE** we offer a 50% refund<sup>^</sup> or the option to convert the full amount of the booking to a Gift card\*
- **14 DAYS TO 48 HOURS NOTICE** no refund or we offer the option to convert the full amount of the booking to a Gift card\*
- **47 HOURS OR LESS NOTICE\*\*** no refund and we will not offer a Gift card.
- **PLEASE NOTE** *that if someone does not arrive on the day we will not issue a refund or voucher for that person.*
- **HOLD DEPOSIT AND NON-FULL PAYMENT PRIOR TO DEPARTURE.** *The above will still apply AND additionally if the total amount of attendees drops to 19 or below the 10-19 rate will be charged for all remaining customers. If the total amount of attendees drops to 9 or below the full rack rate will be charged for all remaining customers.*

## CORPORATE BOOKINGS

- **THE CANCELLATION POLICY** is specific to each corporate event and is outlined at the time of booking.

## VOUCHERS ISSUED AS A REFUND

Where a Voucher has been issued the following additional terms relate specifically to their use.

- Issued only to the person named in the booking.
- Are given for the face value of the booking, (excluding booking fees, if applicable).
- Can be used within the same season for like for like hire.
- Can be used in subsequent seasons for the face value towards your next booking, if there is a price difference the balance will then be payable by the customer.
- Expire 36 months from the date of your original booking without exception.

- Cannot be broken into multiple bookings, i.e., the Gift card will only ever be applied to one subsequent booking, regardless of value.
- Are non-transferable, they cannot be redeemed later for cash, credit/debit card and or a bank transfer.

## REFUNDS^

- Are only issued to the named person of the original booking.
- Will only be issued to the payment method (card) that the original booking was paid with, i.e., we will not refund cash for card payments.
- Can take up to 4 working days for the payments to reach your original payment method.
- Will never be issued to a different card or payment type.

## FAREHARBOR BOOKING FEES

- Fareharbor booking fees are handled separately
- Fareharbor has separate terms and conditions which can be accessed online during the booking process.
- It is our understanding that booking fees are non-refundable.

## GIFT CARDS

- Gift cards are non-refundable they can only be redeemed against a current want to canoe? service for the hire of watercraft.
- They cannot not be exchanged for cash or electronic money transfer.
- The value is the face value of the purchase, i.e., a purchase of £70 is only ever worth £70.
- Fareharbor booking fees may still be required when redeeming a gift card.

## TERMINATION AFTER COMMENCEMENT OF ANY TRIP

- **BY THE CUSTOMER** – will not be entitled to any refund^. It will be at sole the discretion of want to canoe? whether a voucher is issued for the remainder of the trip.
- **FOR ANY BREACH OF THE WANT TO CANOE? TERMS, CONDITIONS AND RULES** there will be no refund or voucher issued.
- **BY Want to Canoe?** – for unexpected dangerous weather, flooding, or hazard the customer will be provided with a voucher for the remaining portion of their trip.
- **BY Want to Canoe?** – for our operational reasons the customer will be provided with a refund or a voucher for the remaining portion of their trip.

## AMMENDMENTS AND PUBLICATION

- **CHANGES OR AMMENDMENTS TO THESE TERMS AND CONDITIONS** – want to canoe? Reserves the right to amend, change, or remove terms and conditions without notice.
- **PUBLICATION** - these full booking terms and conditions are published on our website and are printed and displayed at our Hay-on-Wye and Whitney Bridge sites.