

CANCELLATION POLICY

We have a 10 day cancellation policy. If you cancel your reservation prior to the 10th day before your tour you will be given a rain check valid for the current season. No rain checks will be given with less than 10 days notice. Your tour reservation is transferable, so you can give it away or sell it if you choose.

If you arrive for your tour, and decide not to zip due to fear, we will give you a rain check. This rain check will be good for you only, for use one time, within the current season. We encourage you to try again.

If we cancel your tour due to weather or other unforeseeable condition, we will provide you a rain check. This rain check will be good for you only, for use one time, within the current season.

If you are late, you will not receive a refund, rain check or be able to join your tour. Your tour and guide must leave at their scheduled time. We do expect you to arrive 30 minutes prior to your reserved tour time.