Cancellation Policy

We have a 10 day cancellation policy. When we book your tour, we also schedule guides and support staff for trip. If there are no-shows, we still incur staffing expenses. With such "on-the-spot" notice, we are not able to fill your spot on the tour, and thus must charge you the entire fee. If you cancel 10 days or more before your scheduled tour, we charge a $25 fee per person cancelled since your reservation held a spot that we otherwise could have filled. **There are NO exceptions.**
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 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** to sign waivers and put on gear.

Promotions/Discounts

Future promotions and discounts are not valid and cannot be applied to existing reservations.

Weather Policy

We will cancel, reschedule or postpone tours due to bad weather. We reserve the right to postpone a trip for up to one hour to wait out inclement weather and then resume the tour. We want you to experience a fabulous zipline tour, but Mother Nature rules and we will not risk our guests' safety. If your tour is cancelled due to weather, you can either rebook for another time or we will issue a rain check. **Do not assume we have called off your tour even if you have bad weather since we may have sunny skies!** This rain check will be good for you only, for use one time, within the current season.