

## **Cancellation and rescheduling**

### **Cancellation and rescheduling due to weather**

In the case of unfavourable weather conditions, KONG Mountain Sports may reschedule your reservation. You may choose a new date for your activity, subject to availability, at no additional charge. You may also request to receive a voucher in the amount paid for future use or a refund. If a refund is requested, a fee of up to 15% may be withheld due to payment processing costs.

KONG Mountain Sports will decide if inclement weather necessitates rescheduling. Requests for rescheduling due to personal weather preferences (e.g., desire to hike on a more sunny day) fall under the category of rescheduling due to personal reasons.

### **Cancellation due to personal reasons**

Cancellations due to personal reasons can be requested up to 7 days before the activity. You may request to receive a voucher in the amount paid for future use or a refund. If a refund is requested, a fee of up to 15% may be withheld due to payment processing costs. No refunds will be issued for cancellations within 7 days of the reservation.

### **Rescheduling due to personal reasons**

You may request to reschedule your activity up to 72 hours before the activity, at no additional charge. Requests to reschedule within 72 hours of the activity cannot be accommodated.

### **No-show situations**

In instances where a client does not show up to a booked activity, no refunds will be issued.