

Blue Heron Adventures

Booking and Cancellation Policies

Booking Policies for 1-3 People

- The person booking the trip is the booking agent, and is responsible for payment of all charges in full.
- A deposit of at least \$100.00 is necessary for all trips to confirm the trip date. \$100.00 deposit may be paid through PayPal using the Pay Now button found at www.blueheronadventures.com/bookatrip.html. Alternatively, deposits may be paid by calling the Blue Heron Adventures business office at (361) 334-2336. An invoice will be mailed or emailed when deposit is received. The balance due is payable in cash the day of the trip unless arrangements are made beforehand to pay the balance by credit card.
- The captain and crew members do their best to assure you a safe, pleasurable kayak or boat trip. Hours of work before and after your time on the water are necessary to make this happen. Tips to the captain and crew are appreciated and welcome!

Booking Policies for groups of 4 or more

- Groups of 4 or more will be scheduled at the discretion of Capt. Utley dependent on kayaking experience, general health and fitness of the customers, weather conditions, and equipment availability.
- The person booking the trip is the booking agent, and is responsible for payment of all charges in full.
- A deposit of ½ of the trip price must be made in order to confirm the trip date. Arrangements for this deposit may be made by calling the Blue Heron Adventures business office at 361-334-2336. An invoice will be mailed or emailed when deposit is received. The balance due is payable in cash the day of the trip unless arrangements are made beforehand to pay the balance by credit card. Any under payment will be charged to the booking agent's credit card.
- Cancellation or changes in the number of people attending the trip must be made 48 hours in advance of the trip time. Full payment for all people booked on the trip is due at the time of the trip, or will be charged to the booking agents' credit card.
- The captain and crew members do their best to assure you a safe, pleasurable kayak or boat trip. Hours of work before and after your time on the water are necessary to make this happen. With trips of 5 or more people, this "get ready" time is particularly long and arduous. For this reason, a 10% gratuity will automatically be added to the trip cost. Additional gratuities to the captain and crew are appreciated and welcome!

Cancellation Policies

- Trips cancelled by the customer more than 48 hours in advance for any reason will either be rescheduled or the deposit refunded.
- Trips cancelled by the customer less than 48 hours in advance for any reason are payable in full at the time of cancellation.
- Trips cancelled by Capt. Steve on account of dangerous weather conditions will either be rescheduled or the deposit refunded.