

2168044 Ontario Inc. o/a Ski-Mazing Watersports School/ Sky-Mazing Parasail Adventures/ Haliburton Hydroflight (SMWS)

General Sales Rules and Regulations / Cancellation Policy (updated 05/01/22)

SMWS endeavors to serve and supply its customers with high quality products and services, rain or shine. SMWS delivers exciting, valuable and memorable experiences for all of its patrons. SMWS have set forth the following stipulations:

1. All reservations for water sports services may be guaranteed with a credit card, E-transfer or cash payment at the time of booking. Balance due in full on departure for all water sports and rental services. A non refundable 50% advance partial payment is required for ordered retail items, balance due on delivery of items.
2. In the event of cancellation for reserved services, 24 hours notice is required by SMWS in advance of the reservation to avoid full payment for scheduled services. Failing ample notice as determined by SMWS or its agents, a reservation/administrative fee may be charged or withheld from the customer's deposit payment. For any activity or lesson program greater than one half hour in duration a \$50 cancellation fee may apply. 2 weeks notice is required for cancellation and full refund regarding the day camp or weekly camp lessons programs.
3. No shows or no notice for reservations will result in full payment to SMWS for the full time period of service scheduled. No exceptions.

Important Notes:

- Less than ideal weather forecasts or conditions do not constitute cause for cancellation of the scheduled activity. SMWS operates rain or shine and has the first privilege of rescheduling the service / activity at its discretion for fulfillment to the customer without discount or penalty. SMWS and its agents or employees will use their experience to ascertain whether reserved activities can take place safely. In the event of extreme winds, visible lightning, heavy rain, hail, or other conditions that would compromise the safety of the participants would SMWS cease to provide the service and resume the activity once more favourable conditions prevailed same day or future day in the current season.
- Advance partial payments or guarantees for reserved and scheduled services is required of the customer by SMWS. The customer agrees that when offering personal financial credit card information to SMWS via telephone or internet, to agree to an honour card not present transactions without dispute. SMWS will safeguard and secure personal information of customers.