

Cancellation Memento



Validation of the booking:

The classic Booking, validated by return email:

Booking requests are processed by email only, upon receipt of your request you will be sent a detailed email to which you will have to respond to validate the information transmitted in detail.

The answer on the detailed email validates your booking. *Please note: processing emails may arrive in your spam folder, they should be consulted. The request must be made within a reasonable time (a night request for the next day cannot be processed and validated, without validation of your request; it is not taken into account.*

Once your validation has been sent, we acknowledge receipt by email. *Requests for modifications, cancellations must be sent in response to this email exchange.*

The "group" or "mixed" booking validated by the payment of a deposit:

When requesting a "group" or "mixed" booking (canoe and Indian camp), **the booking is processed with an estimate which defines the deposit to be paid to validate the booking (30% of the total estimate). The deposit must be paid before the end of validity of the estimate by bank transfer. An operation notice must be sent in response to the detailed request processing email for follow-up.** Once the validation by the payment of deposit made, we acknowledge receipt by email.

Important: the processing of deposits and invoicing are detailed in the "group" and "mixed" Manuals..

Modification of the booking:

The finalization of the number of participants must take place as soon as possible so as not to block places unnecessarily.

Classic booking:

A modification due to classic reason **transmitted only by email by the contact reference can intervene 48 hours before** the date of booking.

Booking with deposit payment:

These bookings which correspond to special services or to a high number of participants **can only be modified by the contact reference, , only by email 6 days before the date of the service** . *Please note: changes that completely change the balance of the service offered are likely to lead to a revision of the possible pricing (for example: planned group: 40, service planned with a discount, following the change the group is made up of 8 people).*

Changes sent after the deadline or on the booking date are no longer taken into account following numerous abuses.

Important: Even after the deadline, always send changes to your booking by email. Indeed, if places are available again, they can be offered to another team. If the places are allocated to another team (reasonable time), the consideration of the change can be validated.

Cancellation of the booking:

By our company:

In the event of dangerous weather, the definition of which falls within our competence : violent winds, violent storms forecast (*Does not correspond to regional alerts*) or dangerous water level, Les Canoës du Ried will unilaterally cancel the services envisaged without notice with the objective of not not lead to unnecessary travel by its customers.

Important: mixed weather conditions not presenting a dangerous nature are not a reason for cancellation, the canoeing activity is a nature activity, weather hazards are part of it. Bad weather for one team is acceptable for another. Always inform us of your orientations by email.

Classic booking:

Notice identical to the modification: **48 hours before for serious reasons.**

Booking with deposit payment:

The deposit is non-refundable; they can be assigned to a postponement date if the cancellation occurs at least 6 days before the date of the planned service. This cancellation aims to avoid switching to full billing of the service envisaged. In the event of cancellation for dangerous weather on our part, the postponement of the deposit is automatic.

Failure to respect the balance of the service:

Failure to respect appointment times: may lead to cancellation at your expense of the service.

Non-compliance with final time requirements: results in over-billing.