

Terms of Service

Wisconsin Paddle LC – Guided Kayak Tours

Last updated: February 22, 2026

By booking any trip with Wisconsin Paddle LC, you agree to these terms:

1. Booking & Payment

- Full payment required in advance via our online system (credit/debit card only).
- Confirmation sent within 24 hours—your spot is locked.
- We may cancel or reschedule for weather, safety, or park rules. Full refund if we cancel; 48-hour notice from you for partial refund (50%). No-shows: no refund.

2. Cancellations & Refunds

- Client: 48+ hours ahead—full refund. 24-48 hours—50%. Less than 24—none.
- Us: Weather/park—full refund or reschedule. No refunds mid-trip.
- Refunds within 7 days to original card.

3. Safety & Rules

- Lifejackets mandatory. Alcohol, drugs, pets prohibited.
- Follow guide instructions—capsize drills, signals, route changes.
- Trips canceled if winds >15 knots, waves >2 feet, or storms.

4. Privacy & Photos

- We may photograph/video for marketing. Permission granted unless you say no.
- Your info stays private.

5. Complaints

- Contact us first. If needed, NPS Commercial Services Manager: 715-209-2452.

6. Governing Law

State of Wisconsin