



CANCELLATION POLICY

We get it—life happens! But we also want to make sure everyone has a paws-itively awesome time at SoftPaws Adventure Park. So, here's our cancellation policy, written in the most fur-tastic way possible:

1. General Admission Slots:

- *Once you've snagged your slot, it's yours—like a squirrel holding onto a nut. But if life throws you a curveball, don't worry! You can reschedule your visit within 24 hours of your booking. Just let us know, and we'll find you another time to play.*

- *Your rescheduled adventure needs to happen within 30 days. After that, we might have to ask the squirrels to hold onto your spot for safekeeping.*

- *Full payment is required for cancellations or reschedules with less than 24 hours' notice. So, if you're unable to make it with short notice, we'll still need to collect the full price of your slot.*

3. Cancellation Reasons:

- *While weather-related issues are part of life (and can make for some interesting adventures), they are not a reason to cancel. We recommend bringing a raincoat or sunglasses—whatever the forecast calls for—because our park is open rain or shine!*

2. Group Bookings:

- *Got a big crew? No problem! We're happy to reschedule your group booking if you let us know at least 24 hours in advance.*

- *If you cancel or reschedule less than 24 hours before your booking, or if you're a no-show, full payment for your slot is still required. We're sorry, but we can't offer rescheduling for these last-minute changes.*

4. No-Shows:

- *If you're a no-show, we'll be sadder than a puppy without a squeaky toy. Unfortunately, full payment is still required, and no-shows are not eligible for rescheduling. Repeat offenders of last-minute cancellations or no-shows will be closely monitored and possibly banned, which is the last thing we want to do! Please let us know in advance if you can't make it, so we don't have to cry into our dog biscuits.*

How to Cancel or Reschedule:

To cancel or reschedule your slot, simply find your confirmation email. You'll find the link there to cancel or change your booking. It's quick and easy!

Thanks for choosing SoftPaws Adventure Park, where the fun never stops (unless it's due to an emergency or a squirrel-related disaster). We can't wait to see you soon!