

WHATCOM JET-SKI RENTALS, LLC

Policy for Cancellations

Contact Details:

Reach us at: 360.318.6781

Email: vongsalfred@gmail.com

Purpose

Our cancellation policy aims to offer both fairness and flexibility to our customers while assisting us in effectively managing scheduling and safety. We recognize that circumstances can shift unexpectedly, which is why we've put the following guidelines in place to ensure transparency for all our guests. Please take a moment to review the details below concerning cancellations, refunds, and safety measures related to weather.

Below is an overview of our cancellation policy:

Refunds

- **Full refund** if canceled **72+ hours** before rental time.
- **No refund** if canceled **less than 24 hours** before or for no show.

Weather Safety

If weather conditions on the day of your rental are deemed unsafe—such as high winds, lightning, or other hazardous factors—our team will prioritize your safety. In these cases, you will have the option of:

- If unsafe conditions arise (e.g., high winds, lightning), we will offer:
- A **full refund**, or
- A **free reschedule** within 3 days.
- Weather decisions are made by our staff on the rental day.

Rescheduling

- One **free reschedule** is allowed with **48+ hours' notice**.
- If you need to change your reservation to a different date or time, please contact us as soon as possible. We strive to accommodate requests, but availability cannot be guaranteed. Rescheduling is made more than 24 hours before your original rental period is typically free of charge; within 24 hours, a rescheduling fee may apply.
- Additional changes may be applied.

To cancel, please email vongsalfred@gmail.com or call (360) 318-6781. Be sure to provide your name, reservation date, and booking reference number. You can also reschedule online!