



REFUND/CANCELLATION POLICY:

“Giddy Up” – 48 hr cancellation notice. \$25 per rider charge on cancellation. No refunds if cancellation less than 48 hrs or no show.

“Hot Springs Rides” – 72 hr cancellation notice. \$50 per rider charge on cancellation. No refunds if cancellation less than 72 hrs of ride or no show.

You book it, we hold the date, the horses, and the staff... cancellation policy applies.

Due to the complexity and expense involved for the season. Please note that our cancellation policy is non-negotiable.

Deposits are non-refundable, we will transfer your trail ride to another date, if possible.

At the discretion of GOT Adventure and their staff, we may terminate a ride if a rider or riders fail to follow riding instructions provided that impose safety risks to themselves, other riders, the staff, and the horses.

Every attempt will be made to inform participants of cancellations due to weather.

When weather is a factor, please call 250 426 0115.

In the event of cancelling due to poor weather conditions, and at the discretion of GOT Adventure, we will transfer your adventure to another date or participant. Note: will ride in rain.

LATE ARRIVALS:

For the convenience of all our guests, we strive to maintain a tight departure schedule. We do our best to depart on time, every time.

Guests who show up late are not entitled to any refund. Rescheduling late arrivals will be subject to current availability. You may be bumped to a later ride, or a different day at a rescheduling fee of \$25/per rider.

We do our absolute best to make sure each person has an enjoyable and memorable time while with GOT Adventure!