

CANCELLATION POLICY

Please understand that our trip dates and capacities are limited by managing agencies, and when we accept your reservation, we may be turning others away from booking that trip. When a reservation is made and confirmed with a deposit it becomes an assured/guaranteed reservation. At this point, New Mexico River Adventures is committing to hold that space for you and remove that space from the market. If you decide to cancel, it can be difficult for us to rebook the space, not to mention the fact that we might have been forced to turn away other clients for the same space, especially in the case of cancellations that occur close to the reserved trip date. With this in mind, we must firmly adhere to the following policy:

Half Day and Full Day Trips:

If you find it necessary to cancel your trip, please notify us as soon as possible. Cancellations made more than 7 days prior to the trip date will receive a full refund. Cancellations made within 7 days prior to trip date will receive no refund or trip credit. No refunds or trip credits will be given for "no-show" or late-arriving guests that miss the trip departure in such cases all monies paid to New Mexico River Adventures are forfeited and all unpaid balances will be charged to the credit card used to secure the reservation.

We regret that exceptions cannot be made for personal emergencies or illness. We cannot be responsible for other expenses surrounding your trip to and from your reserved activity with New Mexico River Adventures. For this reason, we urge our guests to purchase trip cancellation insurance.

You may reschedule your trip date, depending on availability, as long as the change occurs more than 7 days prior to the originally booked trip date. There will be a \$10 per person charge for any rescheduling. A change that occurs 7 days or less prior to the original trip date booked is treated as a cancellation and the above cancellation fees apply.

Cancellation fees, trip credits, and refunds are calculated only on actual money amounts paid to New Mexico River Adventures toward the canceled trip space. Any refunds issued are done so in the same method that the client payment was originally submitted to New Mexico River Adventures.

Persons may be substituted within a reservation without penalty.

New Mexico River Adventures reserves the right to cancel or deny a person to participate in any trip or guided activity based on safety issues related to medical conditions, physical limitations, water levels, river conditions and/or weather. In the event that a refusal takes place, New Mexico River Adventures will provide additional options for participation in another activity or river section. If no alternative is possible, New Mexico River Adventures will provide a full refund.

Overnight Trips, Multi-Day Trips and Groups of 18 or More:

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this is mind, we must firmly adhere to the following policy:

If you find it necessary to cancel your trip, please notify us as soon as possible. Cancellations made more than 30 days prior to the trip date will receive a full refund. Cancellations made within 30 days prior to trip date will receive no refund or trip credit. No refunds or trip credits will be given for "no-show" or late-arriving guests that miss the trip departure in such cases all monies paid to New Mexico River Adventures are forfeited and all unpaid balances will be charged to the credit card used to secure the reservation.

We regret that exceptions cannot be made for personal emergencies or illness. We cannot be responsible for other expenses surrounding your trip to and from your reserved activity with New Mexico River Adventures. For this reason, we urge our guests to purchase trip cancellation insurance.

You may reschedule your trip date, depending on availability, as long as the change occurs more than 30 days prior to the originally booked trip date. There will be a \$25 per person charge for any rescheduling. A change that occurs 30 days or less prior to the original trip date booked is treated as a cancellation and the above cancellation fees apply.

Cancellation fees, trip credits, and refunds are calculated only on actual money amounts paid to New Mexico River Adventures toward the canceled trip space. Any refunds issued are done so in the same method that the client payment was originally submitted to New Mexico River Adventures.

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