



Inua Kayak

Cancellation Policy

This **Cancellation Policy** governs the terms applicable to the modification, cancellation, or no-show for activities offered by **Inua Kayak**, in accordance with current active tourism and safety regulations. Making a reservation implies the express acceptance of this policy.

1. Types of Activities

This policy applies to all activities offered by Inua Kayak, including:

- Guided kayak routes
- Courses and lessons
- Equipment rental
- Private or custom activities
- Gift vouchers
- Activities can range from half-day sessions to multi-day programs (up to 9 days).

2. Bookings and Payment Method

- Bookings can be made via the web form or by telephone.
- **100% of the total amount** is paid at the time of booking.
- The reservation is only considered confirmed once the full payment has been received.

3. Cancellations by the Customer

3.1 1-Day or Half-Day Activities

- **Cancellations made 48 hours or more in advance:** The customer may choose between:
 - A full refund of the amount paid, or
 - Keeping the amount as credit for the activity on another date.
- **Cancellations made less than 48 hours in advance:** No refund will be issued.

3.2 Activities of More Than 2 Days

- **Cancellations made at least 14 days in advance:** The customer may choose between:
 - A full refund of the amount paid, or
 - Keeping the amount as credit for a new date.
- **Cancellations made less than 14 days in advance:** No refund will be issued.

3.3 Date Changes

Provided that operational conditions allow, the customer may request a date change within the notice periods indicated above. Changes are subject to availability.

4. No-Show

If the customer does not show up for the activity and does not provide prior notice, the total amount of the reservation will be forfeited. No date change or compensation will be offered.

5. Cancellations by Inua Kayak

Inua Kayak reserves the right to cancel or modify an activity for reasons of:

- Adverse weather or sea conditions
- Safety reasons
- Lack of participants In these cases, the customer may choose between:
 - A full refund of the amount paid
 - A date change for the activity
 - A voucher with an expiration date, valid for future activities

6. Force Majeure and Exceptions

In the event of cancellation for a justified cause (injury, illness, or other force majeure events), and provided that supporting documentation is provided, Inua Kayak will assess each case individually and may offer a date change or a voucher, depending on the circumstances.

7. Legal Right of Withdrawal

In accordance with current regulations on consumer and user defense, the customer has the right to withdraw from the contract within the established legal period, provided that the activity has not been executed and none of the legal exceptions applicable to leisure activities with a specific date or period of execution occur. In cases where the right of withdrawal is applicable:

- The customer will be entitled to a full refund of the amounts paid.
- The withdrawal must be communicated in writing within the corresponding legal period.
- Outside the cases legally provided for the right of withdrawal, the conditions set out in the previous sections of this Cancellation Policy will apply.

8. Applicable Legislation

This Cancellation Policy is governed by current Spanish legislation, the regulations applicable to active tourism, and the safety conditions specific to activities in the natural environment.
