

CAROLINA OUTFITTERS CANCELLATION POLICY

Our cancellation and refund guidelines are as follows:

With a 14 day or more notice:

1. A refund is made less a \$3.00 per person cancellation fee. (Please note you must ask for and be assigned a cancellation code to confirm the cancellation!)
2. You may transfer the reservation to another date with no transfer fee.
3. You may choose to be mailed “free trip passes” that can be used at a future date, with no change fee. (No expiration date on the passes)

With a 7 day or more notice:

1. You may cancel with a 50% refund.
2. You may reschedule the trip for another date and time, with no transfer fee.
3. You may choose “free trip passes” that can be used at a future date, with no change fee. (No expiration date on the passes).

With a 24 hour minimum notice:

- 1.) You may reschedule the trip for another date and time, with a \$2.00 per person transfer fee. (This 24 hour option is NOT available for “peak Saturdays”)
- 2.) You may choose “free trip passes” that can be used at a future date. (No expiration date on the passes. (This option is NOT available for “peak Saturdays”)

Reduction in the number of rafters on the day of the trip is not refundable. However, for the happiness and convenience of our guests, “free trip passes” may be picked up at the Carolina Outfitter’s Office for pre-paid rafters who failed to show on the day of the trip, (except NOT on peak Saturdays in July & August, & guide assisted trips) so that they can enjoy rafting at Carolina Outfitters on a future date!

Please let us know as soon as possible ahead of time if your numbers are reduced! Call us at 828-488-6345 or 800-468-7238.