

CLEARLY TAHOE LLC
CANCELLATION POLICY

TOUR CANCELLATION

All cancellations must be made by phone within 48 hours of scheduled tour to obtain a refund. Cancellations made within 48 hours will be eligible for 50% refund of entire purchase. 50% of original purchase will not be refundable.

BOOKING ERRORS

Errors in scheduling or cancellations made within 24 hours of booking may be eligible for a full purchase refund. Cancellation or issue resolution request must be made by phone within 24 hours original booking was made but no less than 48 hours prior to scheduled tour date.

RESERVATION CHANGES

Changes to an already existing reservation can be made within 48 hours of scheduled tour. Schedule changes must be made no less than 48 hours prior to scheduled tour. Schedule changes may be subject to a rescheduling fee of \$20/change.

RAIN CHECK CANCELLATION

Cancellations on the part of Clearly Tahoe LLC might be made in the event of bad weather or unsafe conditions. Cancellations made by Clearly Tahoe LLC will be subject to a full refund of additional purchase price plus a 10% rescheduling discount valid for up to 1 year from cancellation date.

NO SHOW

Late arrivals, show guests or cancellations made less than 48 hours prior to scheduled tour will be non refundable.

RENTAL CANCELLATION/RESCHEDULING

Rental cancellations or changes must be made within 24 hours of scheduled drop off for hourly refund. Service fees will be non refundable. Rescheduling availability is not guaranteed.

GIFT CERTIFICATE REFUND

All gift certificate purchases are final. No refunds shall be made from time of purchase. Gift certificates are not valid after expiration however, may be used to purchase an additional gift certificate prior to expiration.

MERCHANDISE RETURN

Clearly Tahoe LLC Merchandise may be subject to a full refund within 7 days of purchase. Customer must have original purchase receipt. Merchandise must show no signs of wear or usage prior to return.

MERCHANDISE EXCHANGE

Exchanges can be made within 30 days of purchase. Item must show no signs of wear or usage. Exchanges are based on availability. Products could be exchanged for item of equal or less value. Original purchase receipt must be presented for an exchange. No monetary refund will be provided.