

Northeast Guide Service LLC
P.O. Box 498
Sebago, Maine 04029
Tele: (207) 787-4437
Email: info@northeastguideservice.com

Refund & Cancellation Policy

Northeast Guide Service reserves the right to change venue, times, river and cancel or postpone any program due to weather, safety, ice conditions, high water, low water, low participation numbers, or any other foreseen or unforeseen act.

If Northeast Guide Service cancels the program the participant is due a full refund. If Northeast Guide Service postpones and changes to another date the program and the participant cannot attend, the participants will receive a full refund, except for a \$20.00 processing fee.

A deposit of 50% of the program fee is due upon registration to be confirmed as a participant. This deposit is non-refundable unless Northeast Guide Service cancels or postpones the program.

The balance of the program fee is due 14 days prior to the program beginning along with all waivers, participant, and medical forms required for the program. If the participant cancels their reservation more than 14 days before the program begins, they would receive a refund of all fees paid, except for the original 50% deposit and a \$20.00 processing fee. If the participant cancels their reservation less than 14 days before the program begins, they would not receive a refund.

Participants will receive a copy of this Notice & Cancellation Policy and it is in effect with all program participants, unless other payment, fee, and term arrangements have been made in writing.