

Adventure Ticket Cancellation Policy

At Adventure Ticket, we strive to provide a memorable experience for all our customers. We prioritize safety, people, and fun in that order. We are a small locally owned company and we want all of our guests to enjoy their time with us. Therefore if there are any issues please reach out to us so that we can work with you to solve them.

To ensure smooth operations, we have established the following cancellation policy:

1. Rescheduling Policy

- **Advance Cancellation:** You may cancel your booking up to 24 hours before the scheduled experience for a full refund.
- **Late Cancellation:** Cancellations made less than 24 hours before the start time are non-refundable.
- **Changes Within 24 Hours:** No changes to the booking will be accepted less than 24 hours before the start time.

2. Late Arrival Policy

- **Pick-Up Service:** Most customers use our convenient hotel pick-up service. If you choose to arrive at the field independently and fail to arrive on time, we kindly ask you to reschedule. If rescheduling is not possible, this will be considered a no-show.

3. No-Show Policy

- **No-Show Conditions:** If you do not arrive at the pick-up point or the field without prior notification, your payment will be forfeited and is non-refundable. This includes instances such as oversleeping, illness, or accidents.

4. Weather Dependency

- **Safety First:** Our paramotor and hot air balloon experiences are highly dependent on weather conditions for safety reasons. If the weather is unsuitable for the experience, we will first attempt to reschedule your booking. If rescheduling is not possible, a full refund will be provided.

5. Emergency Situations

- **Unforeseen Circumstances:** If you encounter an emergency situation such as illness, travel disruptions, or other unforeseen events, please contact our team as soon as possible, ideally more than 24 hours before the experience. We will do our best to accommodate a reschedule at no extra charge.

6. Company Cancellation

- **Company-Initiated Cancellations:** If we need to cancel the tour due to weather conditions, equipment issues, pilot illness, or other reasons, we will offer you a different date or time or provide a full refund.

7. Payment and Refund Method

- **Refund Process:** Refunds will be issued minus any applicable fees, using the original payment method whenever possible. In some cases, refunds may be processed via wire transfer.

8. Policy Updates

- **Policy Changes:** This cancellation policy is subject to change. We recommend reviewing the policy before making a booking.

We appreciate your understanding and cooperation. For any questions or concerns, please feel free to contact our team.

Sincerely,
Adventure Ticket