

Cancellations and Refunds

When you book a trip with us for a certain date and time we will hold that boat just for you. Please respect our need for sufficient time to be able to resell the boat reservation if you need to cancel. If unforeseen circumstances require a change to the reservation itinerary we will make every effort to work with you to find a new date and time that will work with your schedule.

Donner Lake Water Adventures reserves the right to cancel a trip for any reason. In such an instance, we will refund all payments received, which will constitute full settlement.

If you must cancel your reservation for a boat rental we will refund your deposit, less the following fees per rental:

Days Prior to Trip Start Date

Cancellation Fees and Refunds		
Time to reservation	Refund Amount	Rescheduling
72 hours +	Full refund less online booking fee if applicable	yes
24- 72 hours	20% cancellation fee based on reservation price or reschedule	yes
No Show	100% of reservation price will be due	no

4th of July show cancellations:

The 4th of July show is a special once a year event, and as such, cancellations will only be allowed outside of the 72 hour window. We will do our best to resell your reservation within that window but your reservation balance will be due if we are unable to do so.

Reservation Price Includes

- Sole use of the reserved boat as described in the website
- Life Jackets and safety gear as necessary to equip all users identified in the rental agreement
- All Gas taxes and equipment fees
- Instruction on the proper and safe use of the equipment