

# Southwind Kayak Center, Inc.

## Credit Card Authorization

Customer's Name \_\_\_\_\_ Date \_\_\_\_\_

Name on Credit Card \_\_\_\_\_

Phone Day \_\_\_\_\_ Eve \_\_\_\_\_

Credit Card Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Type of Card     Visa         MasterCard         Discover         American Express

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

I authorize Southwind Kayak Center, Inc. to charge my credit card \$\_\_\_\_\_. I agree to pay this total amount according to the card issuer agreement. I have read Southwind's Cancellation Policy / Merchandise Return & Refund Policy detailed below and agree to abide by them as they may apply to this purchase.

**Signature:** \_\_\_\_\_

### Lesson and Trip Cancellation Policy

**Lessons:** Full Refund: If we cancel due to unsafe or unsuitable weather or sea conditions, we'll give you a rain check or credit for another scheduled class. If we cancel for any other reason, you will have the option of getting a full, prompt refund or transferring to another class. Partial Refund: If you choose to cancel or transfer your reservation eight days or more before your class, we will gladly refund your fee or reschedule your reservation, less a \$10 per person service charge. No Refund: No refund will be given if you cancel less than eight days before your class or fail to attend part or all of your class. You may substitute another paddler who meets the skill requirements.

**Trips:** Full Refund: If we cancel any trip because unsafe or unsuitable weather or sea conditions develop before our departure from Orange County, you will have the option of receiving credit or transferring to another trip. If conditions deteriorate after we depart, we will do our best to make opportunities to have a good time. Therefore, we reserve the right to change itinerary and plans to match existing conditions. If we cancel for reasons other than weather, you will have the option of a full credit, transfer to another trip, or a full, prompt refund. Partial Refund: If you cancel more than 30 days in advance, we will refund your fee paid less a \$25 per person service charge, or we will transfer your reservation to another currently scheduled trip for a \$10 per person fee. No Refund: No refund or credit will be given if you cancel less than 30 days in advance or fail to attend any part or all of the trip. You may substitute another paddler who meets the skill requirements.

### Merchandise Return / Refund Policy

We will be happy to accept new merchandise (other than boats) returned for store credit or refund if:

1) The merchandise is returned within 30 days of purchase, 2) The return is accompanied by a receipt, 3) The merchandise has not been used and is in "as new" condition with original packaging, 4) The merchandise was purchased out of regular store stock. There are no returns, credits or refunds on used or discounted "sale" merchandise or on special order merchandise. Also, credit card refunds are subject to a 3% processing fee levied by our bank.

## Southwind Kayak Center

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