



## Policies

### Reservations

- A Visa or MC credit card number & expiry date is required to secure every reservation.
- Reservations are not accepted by email, (unless out of the country) please call the shop 778-514-5594
- Please arrive at least 30 minutes before your reservation time to complete payment, waivers and prepare to paddle, bike or kayak.
- All renters must sign the waiver and provide a driver's license and credit card as a deposit.
- Renters under the age of 19 must have waiver signed by a parent or legal guardian.
- Allow plenty of time for parking particularly during the busy summer months

### Rentals & SUP Lesson Reservation Cancellation Policy:

- 48 hours' notice is required to cancel any SUP Lesson (Ladies Night, Paddlefit Intro, Tech 1, or kid's SUP lesson reservation) Your Instructor is booked in advance so cancelling less than 48 hrs you will be charged *the full amount* unless we can fill the spot.
- There is a \$10 cancellation penalty per SUP, Kayak or Bike per booking for less than 48 hours' notice. This policy is flexible if we are not completely booked. However, if we are turning away customer's to hold SUP's, bikes or kayaks that you decide to cancel less than 48 hour period; you will be charged the cancellation fee.
- Your rental period begins from the start time of your reservation.
- 5 days cancellation notice is required for rentals/lessons of 6 SUP's, Bikes or more.

### Please ensure you arrive well in advance to park and complete the registration process.

Things to bring: Sunglasses (we sell sport strings if you need), sunscreen, water oriented clothing, hat, water, waterproof watch if possible. For Bike rentals closed toe shoes are recommended.

Please leave valuables at home or in your locked car, space is limited in our shop, we can keep your keys for you. Be ready and dressed to go at the time you reservation is booked. We do have a change room but no public washroom; washrooms are at both parks where you will launch.

If you are late for your reservation, or do not allow yourself enough time to complete the registration process, we will make every attempt to extend your booking. However, we may not be able to accommodate this when people are booked immediately after you. If this is the case, we will charge you for the booked time. Please arrive 30 mins prior to your booked reservation.

Ex. Booked time 90 min SUP for is 1-2:30pm arrive at 12:30pm your rental ends at 2:30pm not 2:45pm.

Add 7% PST & 5% GST to all rental rates.  
Pricing subject to change without notice

Sun n' Sup in the Village of Naramata  
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778-514-5594, [sunnsup@gmail.com](mailto:sunnsup@gmail.com), [www.sunnsup.com](http://www.sunnsup.com)