



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.
- 48 hrs cancellation notice is required for rentals/lessons of 6 SUP's, 6 Bikes or more.
- There is a 50% cancellation penalty for Kayaks or a group of 6 or more SUP's, or 6 or more Bikes 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.
- Dress for the weather, rain means bring a shell/rain jkt.
- Your rental period begins from the start time of your reservation.
- Please return your equipment on time, others are waiting!

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, water and shell/rain jkt.

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.

Our shop is in the village of Naramata, we are at a lower elevation, so be prepared for a bit of uphill. We can show you the easier way to go with great stops on the route to make it more enjoyable.

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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