



Policies

Reservations

- Reservations are not accepted by email, (unless out of the country) please call the shop 778-514-5594
- All rentals will be paid for at time of booking, credit card is required. (If you are renting multiples either use one card to pay for all or have each person call with their credit information at time of booking)
- If you are booking equipment overnight then we will be holding an “authorization only” of the full value of the equipment from \$500 for bikes and up to \$2000 for SUP’s, until the return of equipment.
- Please arrive at least 30 minutes before your reservation time to check in and complete waivers and prepare to paddle, bike or kayak.
- All renters must sign the waiver and provide photo ID and be of legal age and credit card as a deposit.
- Allow plenty of time for parking particularly during the busy summer months

Rentals & SUP Lesson Reservation Cancellation Policy:

- **48 hours’ notice** via email 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 hours’ notice** via email is required to *Cancel* any SUP, BIKE or Kayak Rental.
- **Bikes, SUP’s or Kayak rentals cancelled less than 48 hours will not be refunded.**
- Sun n’ Sup is not responsible for the client’s personal circumstances, sicknesses, weather conditions or any event outside of Sun n’ Sup’s direct control and there for cannot accept refund of credit request made by the client for any of the above reasons.
- Dress for the weather, rain means bring a shell/rain jkt.
- It is up to you to check the ***weather forecast 48 hours prior*** to your booking if you do not want to ride/paddle in the rain.
- Your rental period begins from the start time of your reservation.
- No discount for early return of equipment.
- 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 secure your keys for you but nothing else. Be ready and dressed to go at the time your 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 Village of Naramata 176 Robinson Ave, Naramata, B.C. 778-514-5594, sunnsupinfo@gmail.com,

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