EN

BOOKING CONDITIONS

CANCELLATION POLICY

We want booking to be easy and free of surprises. Here is how cancellations and date changes work.

AT A GLANCE

+48 h
BEFORE THE ACTIVITY
100% refund or free date change

–48 h
BEFORE THE ACTIVITY
Free date change

No-show
NOT TURNING UP
No refund

1 CANCELLATION BY THE CUSTOMER

- Up to 48 hours before the activity: 100% refund or free date change.
- Less than 48 hours before: free date change.
- No-show: no refund will be given.

To cancel or change the date, contact us by email or phone, or do it through the booking platform.

2 CANCELLATION BY BENIEMOCIONS

To ensure participants' safety, we reserve the right to cancel or postpone an activity in these cases. We offer a date change and will notify you as far in advance as possible.

- Adverse weather conditions (strong wind, storms).
- Unsafe river flow or river conditions.
- Any other circumstance affecting safety.

3 DATE CHANGES

Changes are subject to availability. If no suitable date is available, the amount will be refunded in accordance with the conditions above.

4 LATE ARRIVALS AND GROUPS

- If you arrive late, we cannot guarantee that you will be able to take part in the full activity, and no refund will be given.
- For groups, any reduction in the number of participants must be notified 48 hours in advance. Places cancelled after this deadline are non-refundable.

5 BOOKINGS THROUGH THIRD PARTIES

Bookings made through external platforms are governed by the cancellation conditions of the relevant platform.

6 REFUNDS

Refunds are made using the same payment method used for the booking, within approximately 5 to 10 working days.

FOR CANCELLATIONS AND CHANGES

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