



Purchases:

• Your purchase does not automatically guarantee a reservation. Your purchase will be confirmed via email within one to two business days. The cancellation fee policy will take effect once you submit your reservation. If your purchase cannot be confirmed for any reason, we will fully refund your purchase without any additional charges. We recommend each customer read and review the cancellation policy and consider purchasing a travel insurance policy. Due to the nature of doing Canine Adventure Tours, costs for transportation and lodging are generally higher and thus our policy is such in order to ensure that trips run, even with cancellations.

What CAN be Refunded:

- Some tours may require a minimum number of travelers to operate. In the unlikely event that we are unable to operate the tour due to an insufficient number of travelers, the affected traveler will be fully refunded or may choose a similar tour product as a substitute.
- Please note that the product substitute chosen by the traveler may be more expensive than the original product and therefore may be subject to an additional cost.
- Any additional refunds based on extenuating circumstances will depend on the individual tour operator.

What CANNOT be Refunded:

- All hotel and tour schedules are arranged ahead of time. Any person failing to appear on the day of departure will not be refunded.
- No refund will be given for any portions of the tour unused by the traveler after tour departure regardless of circumstances.
- Airfare is completely non-refundable and non-changeable for tours when airfare is included in the final price.
- Hotel extensions and Instant Confirmation products (admission tickets, city passes, etc.) cannot be exchanged or refunded once confirmed.

Our Cancellation Policy

The Cancellation Policies listed below apply to all reservations unless the tour booked has specific rates or fees listed under "Special Notes." Please carefully review the "Special Notes" of your tour prior to booking. Please know that Happy Tails Tours will always adhere to individual tour policies when applicable.

All Clients are required to sign our Liability Release ([LINK TO RELEASE HERE](#)) in order to participate in a tour. We suggest reviewing and signing the waiver as soon as you have booked your tour. No one will be allowed take part in a tour until the liability release is signed and confirmed by us. Failure to sign the waiver does not alter or exempt the refund policy in any way. The following refund policy applies whether you agree to sign the online waiver or not

Cancellations

If a tour participant shall cancel their tour and request a refund in writing

- At least 65 days prior to departure, all monies paid with respect to said participant will be refunded



Canine Adventure Tours

- Within 64 - 35 days prior to departure of the tour, Happy Tails Tours LLC will retain 50% of the tour cost and the balance will be refunded.
- For cancellations by a tour participant thirty-four (34) or fewer days prior to departure of the tour, Happy Tails Tours LLC will retain all monies paid for such participant and no refund will be made.
- All refunds are subject to an administrative fee of \$100 at the discretion of Happy Tails Tours, LLC

Discretionary Refund: Happy Tails Tours LLC may, in its sole discretion, agree to other refunds when the cancellation of all or part of the Tour is attributable to conditions resulting from an act of God; natural or man-made disasters; fire; government action; civil disorder; or war or hostilities between nations. Any refunds under these circumstances may only be applied to future Happy Tails Tours that depart within twelve (12) months of the cancellation.

- Some exceptions may apply in each refund case above, such as in cases where flights, hotels and activities are paid for by us in advance and non-refundable. Please check all the details of your tour for specifics.
- Please note that cancellation fees are calculated based on the date we receive your signed Cancellation Request Form and travel service start date.
- All cancellations must be made directly with Happy Tails Tours.
- In most cases, reservations paid by wire transfer, cash deposit, or money order/traveler's check/cashier's check will be refunded via PayPal or check. For refunds processed, any associated fee will be deducted from the overall refund amount.

How to Cancel a Reservation

We will process your cancellation/refund request within one to seven business days. We will NOT acknowledge any verbal / over-the-phone request or voice mail. Verbally speaking with our customer service representatives without filling out a request form will not guarantee that your cancellation has been processed or acknowledged. We will NOT accept email cancellations unless they have a complete, signed, and attached Cancellation Request Form

- Cancellation must be made by filling out, signing and returning the Happy Tails Tours Cancellation Request Form. Please explain why you are requesting a cancellation. Please download the Cancellation Request Form on our Tour Forms And Checklists Page under the FAQ Menu Tab

- Customers may print out the Happy Tails Tours Cancellation Request Form and send it to Happy Tails Tours by email to: info@HappyTailsTours.com
Phone: 1-262-622-6463

Amendment Fees:

Any changes made to a reservation after successfully booking will be subject to a minimum \$100.00 Amendment Fee (per change). Changes are at the sole discretion of Happy Tails Tours, LLC. Reservations will be confirmed within one to two business days. The following constitute as an amendment to a tour:

- Changing departure date (Private/ Custom Tours Only)
- Changing pick up time or location (Private/ Custom Tours Only)
- Changing tour
- Changing guest name



Canine Adventure Tours

- Changing itinerary (Private/ Custom Tours Only)
- Replacing a guest
- The \$100.00 amendment fee is a minimum tour change fee. If you request multiple changes and/or request the adjustments at the last minute, additional fees may apply (in addition to the \$100.00 amendment fee). Paying the \$100.00 amendment fee does not guarantee a change can or will be made.

For questions please call Happy Tails Tours: 1 (262) 6-CANINE