

# Tonnta Adventure Cancellation Policy

Thank you for choosing Tonnta Adventure. Please review our cancellation policy below, which outlines the terms and conditions for cancelling or rescheduling your event booking.

---

## 1. Cancellation by Customer

- **Notice Requirement:**  
All cancellations must be submitted in writing via email to [brian@tonntaadventure.ie](mailto:brian@tonntaadventure.ie)
  - **Full Refund:**  
Cancellations received **more than 14 days** before the scheduled event will be eligible for a full refund or credit to the same value, minus any applicable processing fees.
  - **Partial Refund:**  
Cancellations received between **7 and 14 days** before the event will incur a **50% cancellation fee**, with 50% of the booking fee refunded or issued with credit to value.
  - **No Refund:**  
Cancellations received **less than 7 days** before the event will not be eligible for a refund or credit.
  - **After the Event:**  
No refunds will be issued for cancellations made after the event date.
  - ***Private event bookings are non-refundable***
- 

## 2. Cancellation by Tonnta Adventure

- **Unforeseen Circumstances:**  
In the unlikely event that we must cancel your event due to severe weather conditions, unforeseen circumstances, or emergencies you will be offered a choice between:
  - A **full refund** of all payments made, or
  - **Rescheduling** the event to a mutually convenient date at no additional cost.
  - **Credit** to be redeemed against future events of same value
- **Notification:**  
We will notify you as soon as possible if the event is cancelled by us, along with details of the available options.
- **Cancellation during event:** The safety of participants is of utmost importance to us. Sessions may be stopped early or altered after they have started due to safety reasons. Refunds will not be offered in this case.

---

### 3. Changes to Bookings

- **Adjustments:**

We reserve the right to make minor changes to event details (e.g., start time, meeting point, or itinerary) for operational or safety reasons. Significant changes will be communicated promptly.

- **Rescheduling:**

Should you need to reschedule your event, please contact us as early as possible.

Rescheduling is subject to same conditions as cancellation policies above and availability, any deposit or payment will be transferred to the new date once all conditions are satisfied.

---

### 4. Private Event Bookings

- **Private event bookings** cancelled or rescheduled by Tonnta Adventure

By booking an event with Tonnta Adventure, you acknowledge and agree to the terms of this cancellation policy.

If you have any questions or require further clarification, please contact us at

[brian@tonntaadventure.ie](mailto:brian@tonntaadventure.ie)

+353868152254

Thank you for your understanding. We look forward to providing you with an unforgettable outdoor experience!