

# Beyond the Wake LLC Cancellation & Refund Policy

## 1. Rescheduling Policy

- Rescheduling any time before the day of booking is free, but doing so voids your Trip Protection. Any future cancellations after rescheduling will be non-refundable.
  - Same-day rescheduling is subject to a \$50 rescheduling fee.
  - Rescheduling more than twice is subject to approval at Beyond the Wake LLC's discretion.
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## 2. Cancellation Policy

- **With Trip Protection:**
    - Cancellations made at any time before the rental start time will receive a full refund, minus the Trip Protection fee.
    - No-shows are not covered—if you do not show up for your rental and your booking time has passed, your Trip Protection expires, and no refund will be issued.
  - **Without Trip Protection:**
    - Cancellations with over 7 days notice will receive a 90% refund.
    - Cancellations between 7 days and 24 hours to the booking time will receive a 50% refund.
    - Cancellations made less than 24 hours before the scheduled rental are non-refundable.
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## 3. No-Show Policy

- If you fail to show up for your rental, you will be charged 100% of the total rental cost with no refunds.
  - You are purchasing a time slot, not just the use of the equipment. If you miss your rental time, you forfeit your booking.
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## 4. How to Cancel

- All cancellations must be made in writing via email to [info@evolutionjetsports.com](mailto:info@evolutionjetsports.com).
  - Cancellations cannot be made over the phone.
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## 5. Chargeback Policy

- By booking with Beyond the Wake LLC, you agree that you are purchasing a reserved time slot, regardless of whether you arrive to use the rental equipment.
  - Any chargeback disputes for 'services not provided' due to a no-show, missing your rental time, or failure to properly cancel via email will result in a \$500 chargeback fee that will be applied to the card on file.
  - If you attempt to bypass this policy by filing a chargeback instead of canceling properly, you agree to be charged this fee.
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