

FREQUENTLY ASKED QUESTIONS

Q. Do I have to be super-fit or an experienced paddler?

No. You just need to have an average level of fitness and a sense of adventure. Our boards can be stood on, sat on, or you can even paddle prone if you want!

Q. I'm travelling alone. Do I have to pay extra?

No. All rates are based on twin share accommodation so, if you're ok with sharing a room with someone of the same gender, you won't have to pay extra. However, if you'd like a room to yourself, a single person supplement will apply. This is to cover the cost of the additional room.

Q. Do I need to buy insurance?

We require all participants to take out insurance and provide us with proof of such prior to departure.

Q. What if I don't want to do some of the activities? Can I get some of my money back?

No. You are free to opt out of activities and there is no pressure for you to participate in all, but trips have been costed with a specific number of people in mind. As many of the activities are pre-paid and operators have their own cancellation policies, we cannot refund money relating to activities forfeited. Sorry!

Q. Can I bring my kids?

Some of our trips are kid-friendly, some are not. Please contact us to discuss before booking.

Q. What if I don't agree with your booking terms & conditions?

We try to make sensible requests from our customers. The end decision is always yours, you don't book with us if you don't agree.

Q. I have an illness/ injury. Can you cater for me too?

Please contact us to discuss.

Q. Why don't you include flights?

People join our trips from all across the world, so we usually start the journey from the closest international airport and leave it up to you to find the best fare.

Q. What if I can't pay it all at once?

Simply contact us and we'll manually invoice you for 30%. This secures your place on a trip. We'll then set you up on a payment plan so the amount is paid in full no later than 2 calendar months prior to departure.

Q. What if I need to cancel?

Please refer to our booking terms & conditions regarding refund amounts.

Q. Can I extend my stay at a hotel?

We often have people checking in ahead of time or staying on after the trip. That's because we

negotiate great rates and select amazing accommodation. Please contact us to discuss your needs.

Q. I'm an operator and I want you to offer my services. Will you?

Contact us and let us know why you're the best!

Q. Can I book out a whole trip just for my family & friends?

Absolutely. Just make sure you book early enough.

If you have any other questions, please feel free to contact us directly.