



CANCELLATION AND REFUND POLICY

1. GENERAL

Shore to Shore Management is committed to providing exceptional service in a timely manner. Unfortunately, when a customer cancels without giving enough notice, it prevents another customer from being served. No shows and late cancellations have an impact on service quality. For these reasons, Shore to Shore Management has implemented a cancellation policy that will be strictly observed.

2. DEPOSIT PAYMENT

Your booking is confirmed and locked in when we receive your 40% deposit payment. Deposit payments are required ten (10) business days before your booking date and can be made over the phone, online, or in person. For bookings made fourteen (14) days or less, deposits are due immediately. We do not reserve your booking appointment without deposit payment.

An online confirmation email will be sent to you at the time of confirmation and payment. This email will serve as confirmation of your booking.

3. CANCELLATION REQUEST

Cancellation requests may be submitted in writing via email, online via our Facebook page or to our WhatsApp business account. Please note that refunds will be processed in the original form of payment. If you have any questions or concerns about our cancellation policy, please contact us at 284-340-1526.

4. REFUND POLICY

Refund requests will only be honored under the following circumstances and will be issued as listed below:

- Cancellation requests made six (6) or more business days prior to the service/appointment date will be subject to an administration fee of 15% of the full amount of the service price.
- In the event of cancellation by Shore to Shore Management due to inclement weather or mechanical issues a full refund will be issued.
- Alternatively, you may request that the original deposit fee be transferred to a future Shore to Shore service of your choice.

- No refunds will be issued within five (5) or fewer business days of the service/appointment, or after, the service is rendered. Transfers for the booking will be considered on a case-by-case basis.