

PONTOON BOAT CANCELLATION POLICY

NOTE: This policy was also included as part of the rental agreement when you reserved your boat.

To reserve a pontoon boat, a deposit equal to half of the cost of the rental is required at the time the reservation is made. Deposits are non-refundable with the exceptions described below.

- **WEATHER:** Weather cancellations may occur at any time up to one hour before your rental. In the event that we make the decision to not allow boats on the water due to inclement for a period of time that you have reserved a boat you have to option to either:
 - a. Receive a full refund of your deposit or
 - b. Move your reservation to another date in the same calendar year.

The decision to cancel for weather is made **ONLY** by Clear Lake Adventure Rentals.

- **MECHANICAL ISSUES:** This is an extremely rare occurrence however if a boat is not safe or functioning properly Clear Lake Adventure Rentals will contact you as soon as we know there is an issue. In the event of a mechanical cancellation, you have the option to either:
 - a. Receive a full refund of your deposit or
 - b. Move your reservation to another date in the same calendar year.

PONTOON BOAT RESCHEDULE POLICY

If you have had an unexpected change of plans and need to reschedule your rental date or time, please call the office directly at (641) 357-3535. Customers are allowed to make one change to their rental reservation. All changes must be made at least 48 hours in advance of the original reservation and will be based on boat availability. If another suitable time is not available, your deposit is non-refundable. Unfortunately, we can not make changes to a reservation less than 48 hours before a rental due to the difficulty renting that item to another customer in the short time frame.