

Group Reservation Policy (FAQ)

- **Do I need to pay in advance?**

Yes. All group reservations must be paid in full at the time of booking to guarantee your equipment.

- **What does my payment reserve?**

Your payment reserves the requested quantity of equipment for your scheduled date and time only.

- **Will my equipment be held if I arrive late?**

No. Equipment is reserved only during your scheduled reservation window. Equipment will not be held past your reservation time and may be rented to other customers if your group has not arrived.

- **What happens if my group doesn't show up?**

Group reservations that are a no-show will forfeit 40% of the total reservation cost. Any applicable refund will be processed after the scheduled reservation time has passed.

- **Can I cancel or reschedule my reservation?**

Reservations may be rescheduled with at least 24 hours' notice, subject to availability. (You can change this timeframe if you'd like 24 hours in advance.)

- **Can I reduce the size of my group after booking?**

Group size reductions made within 48 hours of the reservation are not guaranteed to receive a refund. Please confirm your final headcount before booking.

- **What if the weather is bad?**

Lee's SUP reserves the right to cancel or modify reservations due to unsafe weather or water conditions. In these cases, guests will be offered a reschedule or full refund. Rain and fog/mist do not qualify.

- **Can I request specific equipment?**

We will do our best to accommodate equipment requests, but specific board or kayak models are not guaranteed unless otherwise arranged.