



DOWN EAST GUIDE SERVICE

INCORPORATED

Deposit Policy and Payment Methods: To confirm reservations a \$300 per boat per day deposit is due within 7 days. Deposits for reservations within 14 days must be secured immediately. Reservations not secured with deposits are subject to cancellation without notice. Deposits are NOT refundable, but are transferable if cancelled greater than 60 days from the date of the trip. 100% refunds for weather cancellations.

Weather Cancellations are at the sole discretion of the captain. Rain is not a reason for a weather cancellation and we encourage you to bring rain gear regardless of the weather forecast. Eminent danger from lightning, hurricane warnings and conditions deemed unsafe by the captain are justification for weather cancellations. Tropical storm watches or warnings are NOT reason for cancellations. Any adjustments to the price of a trip shortened due to inclement weather are at the sole discretion of the captain.

Fuel Surcharge: With the wild unpredictability of gas/fuel prices, fuel surcharges MAY apply. In North Carolina our prices are fixed on fuel costs of \$3.50/gallon. The fuel surcharge is the difference between the current fuel price and \$3.50/gallon times the number of gallons used. Fuel surcharges will be applied in the fairest possible manner. The Down East Guides will go wherever necessary to give you the best chance of success.

Tipping Information: Please let us know if you are not completely satisfied with your experience so we can address any issues and correct any problems. Tips are generally 10-20% of the costs of the trip and often reflect the quality of your experience and the effort by the guide. Your tips are greatly appreciated.

Travel Insurance: Please consider purchasing travel insurance to cover unexpected delays, trip interruption, trip cancellation or medical emergencies. While we make every effort to work with customers when situations arise refunds are not available.

The Fine Print:

Down East Guide Service strives to make the travel and fishing experience hassle free and enjoyable for our customers, but there are inherent risks when traveling and fishing. We use our best judgment and experience when booking or recommending accommodations, transportation, fishing and tours and we will deliver all services as described. If a customer is uncomfortable with a vendor or activity that is recommended or booked on your behalf, that customer must exercise their own best judgement and not participate. Confirmation of booking is consent on behalf of all parties participating that Down East Guide Service is not responsible for injuries, illness, theft of property or death while participating in travel or fishing related activities.