

Beyond the Wake LLC Cancellation & Refund Policy

1. Rescheduling Policy

- **Rescheduling any time before the day of booking is free**, but doing so **voids your Trip Protection**. Any future cancellations after rescheduling will be **non-refundable**.
- **Same-day rescheduling** is subject to a **\$50 rescheduling fee**.
- Rescheduling more than **twice** is subject to approval at **Beyond the Wake LLC's discretion**.

2. Cancellation Policy

With Trip Protection:

- **Cancellations made at any time before the rental start time** will receive a **full refund, minus the Trip Protection fee**.
- **No-shows are not covered**—if you do not show up for your rental and your booking time has passed, your **Trip Protection expires**, and **no refund will be issued**.

Without Trip Protection:

- **Cancellations with 24+ hours' notice** will receive a **90% refund**.
- **Cancellations made less than 24 hours before the scheduled rental** are **non-refundable**.

3. No-Show Policy

- If you **fail to show up for your rental**, you will be **charged 100% of the total rental cost** with **no refunds**.
- You are **purchasing a time slot**, not just the use of the equipment. If you **miss your rental time**, you **forfeit your booking**.

4. How to Cancel

- **All cancellations must be made in writing via email** to **info@evolutionjetsports.com**.
- **Cancellations cannot be made over the phone**.

5. Chargeback Policy

By booking with **Beyond the Wake LLC**, you agree that you are purchasing a **reserved time slot**, regardless of whether you arrive to use the rental equipment.

- **Any chargeback disputes for "services not provided" due to a no-show, missing your rental time, or failure to properly cancel via email will result in a \$500 chargeback fee** that will be applied to the card on file.
- If you attempt to **bypass this policy by filing a chargeback instead of canceling properly**, you **agree to be charged this fee**.