

Beyond the Wake LLC Trip Protection Policy

1. Overview

At Beyond the Wake LLC, we know that plans can change unexpectedly. Our **Trip Protection Plan** gives you **the flexibility to cancel for any reason at any time before your scheduled trip** and receive a **full refund, minus the Trip Protection fee**.

Without Trip Protection, our **standard cancellation policy applies**:

- **90% refund** for cancellations made **at least 24 hours in advance**.
- **No refunds** for cancellations made **less than 24 hours before the scheduled trip**.

2. What Trip Protection Covers

If you purchase the **Trip Protection Plan**, you are entitled to:

- **Cancel for Any Reason at Any Time before your scheduled trip** and receive a **100% refund** (minus the Trip Protection fee).
- Trip Protection applies to **all rentals**, including:
 - **Jet Skis**
 - **Jet Karts**
 - **CraigCats**
 - **Pontoons**
 - **Boats**
 - **Kayaks**
 - **Paddle Boards**

3. Trip Protection Fee

- The **Trip Protection fee will be displayed at the time of booking** and varies based on the rental equipment selected.
- This fee is **non-refundable** once purchased.

4. How to Cancel

- **All cancellations must be made in writing via email** to **info@evolutionjetsports.com**.
- **Cancellations cannot be processed over the phone**.
- The email **must be received before your scheduled trip time** to be eligible for a refund under the Trip Protection Plan.

5. Important Terms & Conditions

- **No-Shows Are Not Covered:** If you **fail to arrive** for your scheduled trip and the booking time has passed, you will **forfeit both the Trip Protection fee and the booking payment.**
- **Trip Protection expires once your booking starts**—once your scheduled rental time begins, you can no longer cancel for a refund.
- **Cancellations must be in writing via email** (verbal cancellations are not accepted).

6. Weather Policy & Cancellations

- **Cancellations due to weather must still be submitted in writing via email.**
- Florida weather can change quickly, and rain showers are typically **short-lived**. Unless we **deem the conditions unsafe** (e.g., lightning, extreme winds, or other hazards), the rental will still proceed.
- **If Beyond the Wake LLC cancels your trip due to unsafe conditions, you will be offered a reschedule regardless of Trip Protection.**

7. How to Purchase

- The **Trip Protection Plan must be selected at the time of booking** and cannot be added later.
- Simply select the **Trip Protection** option during checkout to ensure flexibility in case your plans change.