

Maple Leaf Marinas (MLM) is committed to delivering an exceptional Rendezvous experience for our boaters. However, when a customer cancels their booking or fails to attend a Rendezvous without adequate notice, it prevents another customer from taking advantage of that opportunity. Additionally, insufficient cancellation notice complicates our ability to adhere to third-party provider cancellation policies, including those of other marinas related to dockage bookings. Consequently, this may result in slip fee charges for the full duration of the scheduled trip. To address these concerns, MLM has implemented a Cancellation & Refund policy that will be strictly enforced.

Cancellation Policy:

- All cancellations must be submitted in writing to the marketing department via email at marketing@mlmarinas.com, no less than 14 days prior to the date of the event so there is ample opportunity to fill the Rendezvous spot.
- After receiving the cancellation notice, the marketing department will send a confirmation email to acknowledge receipt of the cancellation request. If you do not receive a confirmation of cancellation email within 24 hours, please contact the marketing department to ensure your cancellation has indeed been received and processed.

*Please note: third party marinas typically require 48-72 hours to cancel a booking. Should less than the required notice be provided, you will be responsible for covering the cost of all slip fees that would be incurred for the duration of the booked stay. Please refer to the **Refund Policy** below for more detail.*

Refund Policy:

- **Deposit Refunds:** Deposits taken at the time of booking, are fully refundable if a booking is cancelled no less than 14 days prior to the date of the event (for seminars) or the scheduled departure date. In the event the cancellation is made less than 14 days prior to the event or scheduled date of departure, the Deposit Refund will be considered forfeited. If a refund is provided, please allow up to 5 business days for the fund to be credited back to your credit card.
- **No-Show or less than 14 day notice - Relative to Slip Fees:** If a registered boater does not arrive on the scheduled departure date without providing the required cancellation notice, the deposit will be forfeited, and the boater will be responsible for any slip fees incurred during the scheduled stay, where applicable. Most marinas require a cancellation notice of 48 to 72 hours to avoid charges. As a result, any slip fees incurred will be passed on to the boater.

Weather Policy:

- **Rain or shine -** Please note that all scheduled Rendezvous will proceed as planned, regardless of weather conditions, including rain. Ensure to prepare appropriately for the weather forecast on your departure date.

Exceptional Circumstances:

- **Force Majeure -** In the event of unforeseen and extraordinary circumstances beyond your control (ie: natural disasters or government restrictions), please contact us as soon as possible. We will review such situations on a case-by-case basis and may offer a refund or rescheduling option at our discretion.

Rescheduling (as it relates to Seminars)

- If you need to reschedule your Seminar booking, please contact us at least 14 days prior to your event date and we will do our best to accommodate your new preferred date, subject to availability.
- If rescheduling with less than 14 days notice, and a new date cannot be accommodated due lack of availability, then the deposit shall be considered forfeited.