

Cancellation policy

Passengers:

If there is more than 24 hours before the start of the booked ride, the customer may cancel the ride without charge.

If there is between 1-24 hours before the start of the booked ride and the customer cancels the ride, the customer will be charged 50% of the price of the ride.

If there is under an hour to go till the start of the booked ride and the customer cancels the ride, the customer will be charged 80% of the price of the ride.

If the customer does not arrive at the booking location and has not canceled the ride, Bout has the right to charge the customer the full price of the service.

In the event of bad weather (including but limited to if the average wind speed is over 12 m / s, fog, thunder), both parties shall always have the right to postpone or cancel the reservation at no cost.

Captains:

If there is more than 24 hours before the start of a booked ride, the Captain may cancel the ride without sanctions.

If there is less than 24 hours before a ride and the Captain cancels the ride, the Captain will be charged 20% of the price of the booked ride.

If the captain fails to arrive for the booking, Bout has the right to charge the captain 50% of the price of the ride in question.