

## **Waterways Rentals Cancellation Policy:**

All cancellations must be made before 14 days of arrival date otherwise you will forfeit deposit. Any cancellations made there after will forfeit full rental rate. No refunds will be given for not starting your boat rental on the day of your confirmed reservation or returning your boat back earlier then originally booked. All cancellations must be made in writing.

### **Frequently Asked Questions:**

On the day you reserve your rental boat it is held for you for the entire day, this prevents you from having to wait for a specific time to pick up your rental boat and enables us to offer a better service.

Our policy is "One day = a calendar day not 24 hours" therefore if your rental begins on Saturday and ends on Saturday that would be considered eight days.

**If Your Rental Begins On the Day of Your Arrival:** Please provide your flight schedule to us in advance. When you arrive please have the taxi driver radio us on channel 16. We will then instruct you to the dock we will be picking you up from. You will then ride with us to Man-O-War Cay the Island we are based out of (about a 15 min. boat ride) here you will do the required paper work for your boat rental. We will also go through the boat with you to insure you are comfortable with how to operate it.  
**If Your Rental Starts On A Different Day Other Than The Day Of Your Arrival:** This kind of works the same way, only we will have to schedule - a time in advance to pick you up. If your cottage comes along with its own private dock we will come right to that dock to pick you up. If your cottage does not have a private dock we will then pick you up from one of the closest public docks. You will then ride with us to Man-O-War Cay to do the paper work. We do offer pick up service from Guana Cay for weekly rentals only however there is an additional fee of \$25 for the pick up service.

### **Returning Your Rental Boat:**

At the completion of your rental you are responsible to return the rental boat back to Man-O-War Cay, the Island we are based out of no later then 4:30 pm. You must top off your rental boat with fuel at the Man-O-War Marina Gas Station. Water Ways can also provide this service for you for an additional fee of \$20 plus the amount of gas and oil consumed (pump price rate). Upon return of your boat we will then drop you back to the Island you are staying or if you will be departing that day we can also drop you to Marsh Harbour (with prior arrangements) to catch your flight. We do offer drop off service to Guana Cay however there is an additional fee of \$25 for the drop off service. Pick up and drop off time is 8 a.m - 5 p.m.