

Booking Terms & Conditions

Updated: June 2026

Adventure Comes with Responsibility

Canyoning is the real deal: rappelling waterfalls, swimming through currents, and navigating wild, remote places. It's thrilling, rewarding, and requires careful preparation. Adventure is never risk-free, and canyoning is no exception.

At West Coast Canyoning (WCC), your safety is our top priority. We manage risk through expert planning, certified guides, and quality technical gear. We assess conditions daily, adjust trips as needed, and provide a full safety briefing and training for all guests. All participants must use provided equipment and follow guide instructions throughout the trip. For more details, please review our [Safety and Risk Management](#) information.

We believe adventure should be both exhilarating and responsible. These Terms and Conditions help ensure we can deliver a safe, smooth, and memorable experiences for every guest. By booking with WCC, you confirm you have read, understood, and agree to these Terms and Conditions, as well as the terms in your [Waiver & Release Agreement](#).

1. Participant Requirements

Participation in any WCC trip is subject to the requirements outlined in this section. Once in a canyon, exit may not be possible until completion — all requirements below must be honestly assessed before booking. We reserve the right to refuse participation to any guest up to and including the point of canyon entry if the lead guide determines it is necessary for the safety of that participants or the group. This determination is final and guests refused on this basis may not be refunded at WCC's discretion.

Age

- Canyon Xplorer: 13 and up
- Private Canyon Xperience: 10 and up, depending on route and conditions
- All other trips 19+ unless specified
- A participating parent or legal guardian must accompany and sign the Waiver & Release Agreement on behalf of anyone under 19

Swimming Ability

- You must be able to swim 25 metres unassisted and float independently
- Some trips include significant swim features and require a higher level of water comfort — specific requirements will be confirmed at the time of booking
- Where required, a personal flotation device (PFD) will be provided; it does not substitute for the swim ability requirement

Physical Requirements

- Able to hike on uneven, sometimes steep terrain for up to several hours
- Able to rappel, or be coached through rappelling, on vertical terrain
- Able to move through cold water currents while wearing a wetsuit, and remain calm during full immersion

Health & Medical

- Canyoning may not be suitable if you are pregnant, have had recent surgery, or have heart, respiratory, or mobility conditions

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- You must disclose all relevant health conditions, medications, and physical limitations before your trip; failure to disclose or knowingly misrepresent any condition waives any claim arising from those conditions
- If you have specific health concerns, we recommend consulting your doctor before booking

Alcohol & Substances

- Participation under the influence of alcohol, cannabis (including consumption within four hours of trip start), or any substance that may impair judgment or physical ability is not permitted
- Any participant who our lead guide believes may be impaired, or whose condition may compromise the safety of themselves or the group, will not be permitted to join the trip; this determination rests with the lead guide and is final
- Participants refused on this basis will not be refunded

2. Booking & Waiver Process

- The group organizer must provide the name, age, and contact details for all participants
- Each participant must complete a digital waiver and intake form before arrival, which includes:
 - Waiver & Release Agreement
 - Medical and Emergency Contact information
 - Equipment sizing information

Important: You will not be able to participate unless your waiver and intake form are completed before arrival.

3. Pricing & Payment

- All prices are in Canadian Dollars (CAD) and subject to 5% GST
- Full payment is required to confirm your reservation
- Posted prices are subject to change without notice
- We reserve the right to correct pricing errors and will notify you as soon as reasonably possible

4. Minimum Group Size

- Canyon Xplorer trips require a minimum of 3 participants
- If the minimum is not met 24 hours before departure, the trip may be cancelled. You will have the option to:
 - Reschedule to a new date
 - Upgrade to a Private Canyon Xperience (at additional cost)
 - Receive a full refund

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5. Cancellation & Refunds

We know plans change. All cancellation requests must be submitted to info@westcoastcanyoning.com and are effective once you receive written confirmation from us.

- **Canyon Xplorer Trips**
 - 7+ hours before trip — Full refund or free reschedule
 - Less than 72 hours or no-show — Non-refundable, no reschedule
- **Private and Group Bookings** (5+ participants)
 - 7+ days before trip — Full refund or free reschedule
 - Less than 7 days or no-show — Non-refundable, no reschedule
 - Final participant count must be confirmed 7 days before your trip; additions are welcome subject to availability, but reductions in group size will not be refunded
- Cancelled by WCC (weather or safety) — Full refund or free reschedule

We also understand that life happens sometimes. Cancellations outside these windows due to illness, injury, or extenuating circumstances will be reviewed on a case-by-case basis — please contact us directly.

6. Weather & Conditions

- We monitor conditions daily and may reschedule or alter routes due to heavy rain, high water levels, unsafe water flow, temperature, smoke, wildfire activity, or other environmental hazards
- Our guides and management make the final call on whether a trip runs, up to the scheduled start time
- If we cancel due to conditions, you will receive a full refund or free reschedule

7. Force Majeure

- We are not liable for cancellations or disruptions caused by events beyond our reasonable control, including:
 - Government-ordered closures
 - Road or access closures
 - Natural disasters or wildfires
 - Public health emergencies
 - Loss of land access permissions
- Where possible, we will offer rescheduling or a full refund, but cannot guarantee either where the disruption is ongoing or indefinite

8. Personal Property

- We are not responsible for the loss, theft, or damage of any personal items during any WCC trip or activity, including:
 - Phones, cameras, or other electronics
 - Wallets, cash, or valuables

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- Clothing or personal gear
- You bring personal items entirely at your own risk; we strongly recommend leaving valuables at home or secured in your vehicle

9. Emergency Rescue & Costs

- In the event of a serious injury, illness, or other incident, emergency services may need to be called to evacuate a participant
- Search and Rescue (SAR) in BC is typically free, but response times may be long. If a private evacuation (e.g., helicopter) is required, you will be fully responsible for all associated costs; we do not cover or reimburse these costs
- We strongly recommend travel insurance that covers emergency rescue or evacuation (e.g., [Global Rescue](#), [TuGo](#)); please carry proof of your insurance on your person on trip day

10. Photo & Media Policy

- We regularly document trips for promotional use
- By participating, you grant WCC a non-exclusive, royalty-free license to use photos or videos from your trip for marketing purposes
- If you prefer not to be featured, let your guide know at the start of your trip and we will respect your request

11. Legal Terms

- These Terms and Conditions apply to all bookings with WCC, a trade name of West Coast Educational Adventures Ltd.
- If there is any inconsistency between this document and your Waiver & Release Agreement, the Waiver & Release Agreement takes priority
- If any part of these Terms is found to be invalid or unenforceable, the remaining provisions continue to apply

If you have questions, concerns, or special circumstances, please contact us before you book. We're happy to help you choose the right trip and understand how these terms apply to you.