

**Payment:**

Payment is due in full at the time of reservation. No equipment or spot is reserved until full payment is received. We accept Debit/Credit Cards and Cash payment. A credit card is required to be on file for all equipment reservations.

**Rental Policy:**

All rented equipment must be paid for prior to, or at the time of your rental. A credit card is required to be on file for all equipment reservations regardless of payment method.

Late Charges will be assessed daily at the regular rental rate, with no discount. Items are considered late if not returned by the end of business hours on the last day of the rental period. MST Adventures reserves the right to assess late fees and declare equipment to be lost at its sole discretion.

**Damage Policy:**

A credit card must be on file for the rental of any equipment. In the event of unreasonable damage, MST Adventures reserves the right to charge the card on file for the full cost of the repair or (in the case of missing, lost, stolen, or catastrophically damaged equipment) the replacement of the equipment at its sole discretion.

Unreasonable Damage is any damage outside of normal and prudent use, and will be evaluated by MST Adventures upon the return of the equipment.

**Tour and Instruction Cancellation and Rescheduling Policy:**

Your payment is a reservation for an event with limited capacity. Cancellations 5 or more days before the scheduled event are entitled to receive a refund, less a \$25 cancellation fee. Cancellations within 4 days of the event, or no-show participants, are non-refundable and may only be transferred with advanced approval from MST Adventures.

Customers may reschedule their reservation, up to 24 hours in advance of the reservation date, to another date within 30 days of the original reservation, at no cost. Reservations may not be rescheduled for the purpose of avoiding cancellation fees. Rescheduled reservations must take place within 30 days of the original event or rental, otherwise it will be considered a cancellation and subject to the policy above.

Events postponed due to inclement weather will be rescheduled within 30 days of the original event date. If customers cannot reschedule within 30 days, the reservation will be canceled and refunded, less a \$25 cancellation fee.

Reservations for Balloon Fiesta Splash 'n' Dash Tours cannot be refunded or rescheduled within

14 days of the start of the Albuquerque International Balloon Fiesta (AIBF). During AIBF, tours cancelled for inclement weather will only be rescheduled as space is available for those tours and on first-come-first served basis. Cancelled tours that cannot be fulfilled during AIBF may be rescheduled within 30 days.

**Rental Cancellation and Rescheduling Policy:**

Your payment is the reservation of physical equipment. Cancellations 5 or more days before the rental period are entitled to receive a refund, less a \$25 cancellation fee. Cancellations within 4 days of the event, or no-show participants, are non-refundable and may only be transferred with advanced approval from MST Adventures.

Customers may reschedule their rental reservation, up to 24 hours in advance of the reservation date, to another date within 30 days of the original reservation, at no cost. Rental reservations may not be rescheduled for the purpose of avoiding cancellation fees. Rescheduled rental reservations must take place within 30 days of the original event or rental, otherwise it will be considered a cancellation and subject to the policy above.

Rental reservations are not subject to refunds or rescheduling once the rental has begun.

**Refund Policy for lessons, tours, and rentals:**

Refunds for multi-part lessons, after the first lesson, will not be issued. Rescheduling subsequent multi-part lessons after the first lesson is subject to the same Rescheduling policy above.

Refunds for tours and other events are only available in accordance with the cancellation policy above.

Refunds for rental equipment reservations must be requested prior to the beginning of the rental period and are subject to the cancellation policy above. Refunds for rental equipment will not be given once the customer has taken possession of the equipment. Partial refunds of long-term rentals (rentals greater than 2 days) may be granted if the equipment is returned early. Refunds for early rental return can only be processed if returned with 1 or more full days remaining in the rental period.

Refunds for season or multi-session passes will not be given after the first use. Refund requests for un-used season passes or multi-session passes will only be honored within 15 days from the time of purchase, minus a \$25 cancellation fee. Season or multi-session passes are not transferrable.

**Refund for Merchandise:**

Merchandise purchased from MST Adventures may be returned within 30 days from the date of purchase. All returned merchandise must be in new/original condition and be accompanied with the sales receipt. Any merchandise returned via mail, courier, or other transport service is done so at the customer's expense. Any merchandise returned that is not in new/original condition may be subject to only a partial refund at the sole discretion of MST Adventures.

If you're not satisfied with the merchandise you have purchased from MST Adventures, contact us by email: [cspoores@mstadventures.com](mailto:cspoores@mstadventures.com), and tell us why you are not satisfied. We will then provide a return shipping address and return # for the product. MST Adventures must be contacted within 30 days of purchase. The purchaser is responsible for shipping the item(s) back to MST Adventures. The amount of refund will be determined once the product has arrived at MST Adventures.

**Warranty:**

MST Adventures does not warranty any equipment used, rented, or purchased from MST Adventures unless otherwise specifically stated. MST Adventures performs regular inspection, maintenance, and repair of fleet equipment; however, customers are responsible for checking equipment prior to taking possession and for reporting any issues experienced while in use.

