

Plumtree Canopy Tours Reservations & Cancellation Policies

You are encouraged to make reservations for your canopy tour in advance. There are usually spaces available within the week if you are flexible for date and time, but if you are on a schedule, you must book in advance.

We require payment info at the time of booking and accept MC, VISA, Discover & AmEx. We do operate rain or shine, however we can cancel or shorten a trip if lightening is a threat. We reserve the right to delay trips if the storm looks like it will pass by in a reasonable amount of time.

Call for reservations at 828-765-9696 to book your canopy tour today!! ****July is very popular and reservations are a must, especially on the weekends.**

Reservation Policy All phone reservations made within 10 days of trip must be paid in full with VISA, MasterCard, American Express or Discover at the time the reservation is made. We retain the option to process payment at time of reservation or hold until time of arrival for groups that opt to pay separately.

Cancellation Policy All cancelled reservations are subject to a \$10.00 processing fee. Reservations for all Canopy Tours cancelled less than fourteen (14) days in advance but greater than 7 days in advance will receive a full refund, less \$10.00 per person.

Reservations cancelled less than seven (7) days in advance are ineligible for refund. For extenuating circumstances ask for our Exception Form. Exceptions to our cancellation policy will only be made upon review of a completed Exception Form, documenting unavoidable circumstances and immediate notification having been given to the reservations office.

Plumtree Canopy Tours prohibits use of alcohol or illegal drugs before a trip, prohibits harmful conduct or interference of any kind with safety, and requires participants to inform PCT of any pre-existing medical condition or use of prescribed medicines. PCT reserves the right to remove any individual from a trip, with no refund, if these policies are not followed.