

## Refund and Cancellation Policy

**Effective Date:** [2024]

**Business Name:** Be Squared Services, LLC, dba Hawai'i Kine Camping

**Website:** [www.HawaiiKineCamping.Odoo.com](http://www.HawaiiKineCamping.Odoo.com)

We understand that travel plans may change. This policy outlines our procedures for cancellations, refunds, rescheduling, and deposit handling. By booking with Hawai'i Kine Camping, you agree to the following terms:

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### 1. Reservation Cancellations

#### Standard Cancellation

- **14 days or more before check-in date:** Full refund of rental payment and deposit.
- **7–13 days before check-in date:** 50% refund of rental payment; deposit fully refunded.
- **Less than 7 days before check-in date:** No refund of rental payment; deposit fully refunded.

#### No-Shows or Same-Day Cancellations

- No refund of rental payment or deposit unless the reason qualifies under the *Extenuating Circumstances* section below.

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### 2. Rescheduling & Credits

We allow **one reschedule per reservation** if requested at least **14 days prior** to the original check-in date. Rescheduling is subject to availability. Your payment will be applied to the new date.

If the rescheduled booking is not used within **60 days**, your payment will be forfeited.

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### 3. Early Checkouts / Incomplete Use

- **Voluntary early departures** (e.g., leaving a day early) are not eligible for partial refunds.
- If the customer decides not to use some or all of the provided equipment, no refund will be given for unused items.

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## 4. Deposit Policy

A **\$300 refundable deposit** is required at booking. After your reservation ends and equipment is inspected:

- The deposit will be refunded **within 10 business days** if all items are returned clean and undamaged.
- **Deductions** may be made for:
  - Excessive cleaning
  - Missing or damaged equipment (see Schedule A upon request)
  - Late checkouts without notice

An itemized list of deductions (if applicable) will be provided.

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## 5. Campsite Closures & Weather Policy

### County-Mandated Closures

- If Hawai'i County closes the campsite (e.g., due to weather, maintenance, or safety concerns), we will:
  - Issue a **full credit** for a future reservation, valid for **60 days** from the original reservation date.
  - Credits are **non-refundable** if not used within the 60-day window.

### Bad Weather (Not County-Mandated)

- We operate rain or shine. Customers cancelling due to non-emergency weather (e.g., rain, wind) will follow the **Standard Cancellation** policy.
- **Severe weather warnings or evacuation orders** may qualify under our *Extenuating Circumstances* section.

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## 6. Extenuating Circumstances

We understand life happens. Cancellations due to verified emergencies (documentation required) may qualify for partial refunds or credit use, including:

- Medical emergencies
- Natural disasters affecting travel
- Government-imposed travel bans
- Family death or crisis

Please notify us as soon as possible and requests must be made in writing with supporting documentation sent to [HawaiiKineCamping@gmail.com](mailto:HawaiiKineCamping@gmail.com).

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## 7. How to Cancel or Reschedule

Please email us at [HawaiiKineCamping@gmail.com](mailto:HawaiiKineCamping@gmail.com) or call (808) 825-5063 with your:

- Full name
- Permit number
- Reservation date
- Reason for cancellation or rescheduling
- Supporting documentation

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## 8. Processing Refunds

- Approved refunds are processed via **Venmo, or another qualified third-party payment processor** within **10 business days**.
- We are not responsible for delays caused by third-party payment platforms.

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## 9. Policy Updates

We reserve the right to update this Refund and Cancellation Policy. All changes will be posted on our website. Continued use of our services after changes are posted indicates automatic acceptance of updated policies.

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