

Cancellations

- **15+ Days Before Trip** - Cancel via email (info@bigtexboatrentals.com) or phone call (512-680-9102) Full refund of deposit minus 6% booking fee.
 - **Within 14-9 Days** – \$100 cancellation fee + 6% booking fee
 - **Within 8-3 Days** – 50% of the total will be charged + 6% booking fee.
 - **Within 72 Hours** – No cancellations permitted. 100% of the total will be charged.
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Reschedules

- All modifications or reschedule requests must be made **15+ days before your trip**.
 - Subject to availability, we will do our best to accommodate changes, **but availability is not guaranteed**.
 - Within **7 days of your reservation**, reschedules are only permitted if **Big Tex cancels due to unsafe weather conditions**.
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Weather Policy

Big Tex Boat Rentals operates **rain or shine** and only cancels when **we determine conditions are unsafe**.

- **We do not cancel based on forecasts alone, decisions** are made on the day & start time of your trip, based on the conditions on the lake during your reservation time (not before or after).
- Unsafe conditions may include **severe thunderstorms, high winds, lightning, or other hazards**.
- Light rain, cloudy skies, warm winds, or intermittent showers **are not unsafe** and will not result in cancellation.
- If conditions require, we may **adjust start times** or shorten the trip for safety. If shortened, you will only be charged for time used.

If we cancel your trip for safety:

- You may receive a **full refund** (minus non-refundable booking fee), or
- Reschedule for another available date at no charge.

 **Final decision to operate or cancel is at the sole discretion of Big Tex Boat Rentals.**

Captain Fee & Gratuity

- A **mandatory 20% captain fee** is required for all charters.

This may be:

- Pre-paid during booking, or
- Paid directly to the captain at the end of the trip

The captain fee is calculated based on:

- Hourly rental rate
 - Add-ons (excluding taxes and booking fees)
 - Additional tips are **not required**, but always appreciated.
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No-Shows & Late Arrivals

- **No-Show** = No contact 30 minutes after start time → 100% of trip price + 20% captain fee charged to card on file.
 - There is **no compensation** for late arrivals or early returns.
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Identification & Fraud Prevention

- The cardholder must provide a valid government-issued ID (DL/ID) matching the card on file.

This may be:

- Uploaded during waiver completion, or
- Provided prior to the reservation

 **This is required to prevent fraudulent transactions.**

Right to Refuse Service

- We may refuse service without refund if anyone in your party:
 - Is unruly or excessively intoxicated
 - Poses a danger to themselves or others
 - Displays unsafe or disruptive behavior as determined by our staff or captain
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Damage & Cleaning Fees

- Guests are responsible for **any damage** to the boat, equipment, or property caused by their group during the charter.
- Damage repair costs will be charged to the card on file.

- **Excessive cleaning fees** will apply for spills, stains, trash left onboard, or any condition beyond normal use.
 - Failure to follow the rules provided in your confirmation email may result in additional charges.
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Important Notes

- Your charter time begins at your scheduled reservation time

No refunds or credits are given for:

- Late arrivals
- Early returns
- Unused time