

# Reservation step by step

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### STEP 1

If you already know what you are interested in , please fill out the form on the home page (fill all fields).

### STEP 2

After pressing the "send" button you will get an email with booking confirmation composed all of the information that you provided. Within 24 hours you will receive an email with a confirmation of our offer, including timing and availability of equipment.

### STEP 3

In our response will find a link, which is a confirmation of acceptance of the conditions and costs of the event - in order to confirm your reservation click on it

### STEP 4

When you click bank number and the date of the deposit payment will be displayed:

One-day, weekend (2-day) trips: a deposit of 50% of the cost of the event

Multi-day kayaking (longer than 2 days) trips: a deposit of 30% of the cost of the event (refund of the deposit in case of cancellation is determined by the conditions of participation, point 2).

### STEP 5

At the scheduled time make a down payment on the specified account: after the deposit is paid within 24 hours you will receive information about the payment.

(If payment is not recorded on our account, the offer and reservations are no longer valid)

The remaining amount is payable no later than on the date of commencement of the event - before it starts

## Frequently asked questions:

#### 1. Can I send an inquiry / booking directly to [info@ekajaki.pl](mailto:info@ekajaki.pl)?

A. Yes, of course - we only ask for information about the date of the trip, the amount of equipment and the selection of the section.

#### 2. Can I make a reservation by phone?

A. We do not accept reservations by phone.

#### 3. If I do not know what section / river to choose can someone advise me?

A. Yes, of course. We offer our experience. You can send an email to: [info@ekajaki.pl](mailto:info@ekajaki.pl) or call 510 808 333 or connect via skype.

#### 4. How long in advance should I make a reservation?

A: The sooner, the better. On some of the most popular dates (May weekend, Corpus Christi, August "long

weekend") interest is very large and it often happens that our all equipment is on the water.

**5. What is the minimum number of participants of a trip?**

A: We can arrange kayaking even for one person. But then one can expect higher costs. For individuals and small groups we recommend our one-day organized trips where prices are fixed and independent of the number of participants.

**6. Is it possible to change the date or the number of participants after booking and advance payment?**

A: Yes, but then you must reckon with the possibility of changing the package price or limited availability of equipment. The more time left before the event, it is easier for us to adapt to your expectations. In such cases, please contact us as soon as possible by e-mail or telephone.

**7. Can I choose a section or river that is not in the reservation form?**

A. Yes, in such a case we make individual calculation and analysis of the question which you should send to our address [info@ekajaki.pl](mailto:info@ekajaki.pl)

More questions and answers can be found on our website