

# Refund and Cancellation Policy

ParaTenerife tandem paragliding bookings

## Customer Cancellations

Customers may cancel or reschedule their booking under the following conditions:

More than 48 hours before the scheduled flight: Customers may:

- Reschedule their flight free of charge, or
- Receive a refund of the amount paid, minus a cancellation fee equal to 20% of the total booking price or the amount of the advance payment, whichever is lower.

Less than 48 hours before the scheduled flight: No refund will be provided. Rescheduling may be offered at ParaTenerife's discretion, subject to availability.

The cancellation fee covers administrative costs, payment-processing fees, and the reservation of the pilot's availability.

## Weather-Related Cancellations

Paragliding depends entirely on safe weather conditions. If the assigned pilot determines that the weather conditions are unsafe for flying, customers may choose either:

- A full refund, or
- Free rescheduling to another available date.

## Pilot Cancellations

If the pilot cancels the flight for operational reasons or because of unforeseen circumstances, and no suitable replacement is available, customers may choose either:

- A full refund, or
- Free rescheduling.

## Late Arrival or No-Show

Customers are responsible for arriving at the agreed meeting point on time.

Failure to arrive on time or attend the booking without prior notice may result in the booking being treated as a no-show, in which case no refund will be issued.

## Force Majeure

ParaTenerife shall not be liable for cancellations or delays caused by circumstances beyond its reasonable control, including severe weather, natural disasters, government restrictions, road closures, or other unforeseen events.

## Contact

To cancel or reschedule a booking, please contact us as soon as possible using the contact details published on this website.

Last updated: 17 July 2026