



2026 Ford Holiday Boat Caroling: Cancellation Policy

All cancellations must be submitted in writing via email to: cristina.medina@visitsanantonio.com

Be sure to include your confirmation number and phone number in the message.

Cancellations will not be accepted by phone and **will not be processed without a written email request.**

Refunds are based on the timing of your cancellation:

- If you cancel **more than 14 days** before your scheduled date, a **\$25 service charge** will be deducted from your refund.
- If you cancel **between 7 and 14 days** before your scheduled date, a **\$50 service charge** will be deducted from your refund.
- If you cancel **less than 7 days** before your scheduled date, **no refund** will be issued.