



CANCELLATION POLICY

Due to the nature of our business, cancellations affect us significantly – please read through this policy and contact us if you have any queries or concerns:

Cancellations must be notified to us at least 24hrs prior to the departure time of your tour in order for any refund to be considered.

No refunds will be given with notice of less than 24 hours from tour departure time, or your failure to notify us of a drop in your booking numbers. Please appreciate that we may have stopped our bookings to accommodate you.

Your payment/deposit will be refunded if:-

- we have to cancel the trip before commencement because of weather, sea or beach conditions (if we cancel en route, our Refund Policy applies);
- you cancel on the day due to inclement weather.

Group bookings (15+ passengers) are required to pay a 20% deposit (with the remainder being paid in full on the day before the commencement of the tour) – the deposit will be refunded if notice is received within the required timeframe. Confirmation of final numbers is required the day prior and this is the minimum number that will be charged for. *Please ensure that the person making payment is aware of this to avoid any misunderstanding on the day with our ticket office staff.*

Online bookings will require payment at the time of booking. All other reservations will require credit card details to be supplied but we will only charge if there is a “no-show” and we have received no notification of your cancellation. Payment can still be made on the day at our ticket office on the day of your tour (by eft-pos/credit card or cash).

NB:

- No charge applies to any booking alterations.
- While we understand that illness or last minute changes in plan can happen, cancellations with less than 24hrs notice may be considered in certain circumstances, at our discretion, and will be dependent upon our ability to re-sell the seat/s.

THANK YOU FOR YOUR UNDERSTANDING.