



REFUND POLICY

Our aim is to provide you with what we say we will. However, sometimes Mother Nature has other plans and there is the odd occasion when we cannot get to Cape Kidnappers due to the weather, sea swells, or poor beach conditions.

Our refund policy in these instances is as follows:

Turn-around before Black Reef

Full Refund

Get to Black Reef and see Gannets
(not applicable to "Black Reef Only" tours)

25% Refund

Your refund will be processed on your return to Clifton, in the same manner in which you paid.

On-line bookings will be automatically processed back to the credit card that you paid with – this refund can sometimes take a few days to appear so please be patient.

If you have a voucher from an I-Site or accommodation provider, we will endeavour to refund you in cash but if this is not possible, you will need to return to the place of issue for a full or partial refund (the I-Sites can process refunds over the phone, if you have paid by credit card).

NB: Refunds are only applicable to the tour itself and are not available for the shuttle service.

**PLEASE REMEMBER THAT BEACH CONDITIONS CAN CHANGE DAILY
AND OUR STAFF MAKE ANY TURN-AROUND DECISIONS BASED ON
EVERYONE'S SAFETY**