

# Cancellation policy

## 1. Booking confirmation

All bookings are considered confirmed upon receipt of the full payment or the deposit required at the time of booking.

## 2. Cancellation by the customer

In the event of cancellation by the customer, the following charges apply:

- **More than 14 days before the tour date: 100% refund**, excluding any service charges
- **Between 14 and 7 days before the tour date: 50% refund**
- **Less than 7 days before the tour date: no refund**
- **In the event of a no-show on the day of the booking: no refund**

## 3. Rescheduling

The customer may request a change of date, subject to availability:

- **More than 7 days before the booking:** rescheduling possible at no charge
- **Less than 7 days before the booking:** rescheduling possible only at our discretion

A confirmed rescheduling does not automatically entitle the customer to a subsequent refund.

## 4. Customer delay

The customer must arrive at the time stated in the booking confirmation.

In the event of a delay:

- the departure may proceed at the scheduled time
- the duration of the service may be reduced without compensation
- if the delay exceeds **30 minutes**, the booking may be considered a no-show, with no refund

## 5. Cancellation due to weather or safety conditions

The safety of passengers and crew is our priority.

If the trip cannot go ahead due to:

- bad weather conditions
- the captain's decision for safety reasons
- a technical problem making navigation impossible

the customer will be offered a choice of:

- a **rescheduling of the booking**, or
- a **full refund**

No further compensation may be claimed.

## 6. Cancellation by the organiser

We reserve the right to cancel a booking in the event of force majeure, a technical problem, the unexpected unavailability of the boat or crew, or any other circumstance preventing the service from being provided.

In this case, a **rescheduling** or a **full refund** will be offered to the customer.

## 7. Bespoke services or private hire

For special bookings, private hire, bespoke events or groups, specific terms and conditions may apply.

Unless otherwise stated in the offer or signed quotation:

- the deposit paid is **non-refundable**
- any cancellation made less than **14 days** in advance will result in **100%** of the agreed amount being charged

## 8. Gift vouchers and promotional bookings

Unless otherwise stated:

- gift vouchers are **non-refundable**
- bookings made as part of a special promotional offer are **neither refundable nor cancellable**, but may be rescheduled subject to availability

## 9. Refund terms

Where a refund is applicable, it will be processed via the original payment method within **5 to 10 working days**.

Any bank charges, transaction fees or platform fees may be borne by the customer.

## 10. Acceptance

By confirming a booking on our website, the customer acknowledges that they have read this cancellation policy and accept it without reservation.