

CANCELLATION & REFUND POLICY – UPDATED APRIL 2021

COVID CANCELLATION POLICY

For any bookings that are impacted by government border restrictions or ill health resulting from COVID-19, a full refund will be offered provided notification is received not less than 24 hours prior to departure date/time. Otherwise normal policies apply.

REFUND POLICY

Cancellations on the day will result in a 25% cancellation fee.

If you do not show up on the day a 100% cancellation fee will apply. If your booking is cancelled due to weather conditions that do not allow Captain Tama's to operate, an opportunity to rebook or a full refund will be offered. Bookings cancelled voluntarily are subject to a cancellation fee of 3% of the total booking charge.

IMPORTANT: Please note that once a booking is confirmed, tickets are non-refundable unless:

- 1). Cancellation is made not less than 24 hours prior to departure time.
- 2). Cruise is cancelled due to unfavourable weather or sea conditions.

By placing a booking with Captain Tama's Lagoon Cruizes, you are accepting the Terms & Conditions that are incumbent with the offered services and are attached to the confirmation emails.
