

Sales Policies and Cancellation

- *All reservations require the total payment of the price to be confirmed.
- *Pre-reservation with the payment of 50% of the cost. The balance should be paid at least 7 days prior to the departure date. In reservations made with short notice the balance must be paid at least 48 hours prior to the departure date or before boarding the boat, as the case may be. In the case of unsettled balances under the terms above, the reservation will be canceled and the deposit amount of the pre-reservation will be non-refundable.
- *Applies a charge of 30% of the price, to all cancellations made up to 90 days prior to the departure date.
- *Applies a charge of 50% of the price, to all cancellations made up to 60 days prior to the departure date.
- *In cancellations within 30 days prior to the date of departure, no reimbursement will be made.
- * **In the case of a tour No Show, no reimbursement will be made.**
- *If the port is closed to navigation by the Authorities, the departure date will be changed or there will be a reimbursement of 100% of the amount paid.
- *Passengers must check in 20 minutes before the scheduled time of departure.
- *Tips are not included. Suggested Tip for the crew of is 10% - 20%.
- *Prices do not include access to the dock (2USD per passenger) to be paid prior to the boarding of the vessel.
- *Payments can be made via electronic funds transfer, cash and payment with credit card (in case of paying with a credit card there is a 6% surcharge of the total charge).
- *Prices subject to change without notice.