



Cancellation Terms and Conditions for Vip Boat Service

To provide clarity and transparency, the following are the cancellation terms and conditions for our Vip Boat Service. We strive to offer flexibility and ensure the safety and satisfaction of our customers.

1. Customer-Initiated Cancellations

Customers can cancel their reservations up to **72 hours before the scheduled departure time** to receive a full refund.

2. Cancellation Process

To cancel a reservation, customers must contact us via email or phone, providing their booking reference number and contact details. Have you made a booking from the hotel you stay with, please reach out to the reception of the hotel.

3. Refund Processing

All Refunds for cancellations made within the 72 hours window will be processed within **7 business days** to the original payment method.

Please note that the time it takes for the refund to appear in your account may vary depending on your bank or credit card provider.

4. Late Cancellations

Cancellations made **less than 72 hours before departure** are not eligible for a refund, except in exceptional circumstances at the discretion of Vip Boat Service management. In case of a no-show, the full amount will be charged, and no refund will be provided.

5. Weather-Related Cancellations

Vip Boat Service reserves the right to cancel any trip due to bad weather conditions that may compromise the safety of our customers and crew.

In case of cancellations due to bad weather made by Vip Boat Service, customers will receive a full refund within **7 business days** to the original payment method. We will strive to communicate to our customers at least **2 hours before departure**, if possible.