Private Charters Terms & Conditions (Cancellations & Refunds)

1) About these terms

These Terms & Conditions apply to all bookings made directly with Get On A Boat Vanuatu LTD (Sailing Vanuatu) via our website, email, phone, social media, or any other direct channel.
If you book through a third-party platform (for example TripAdvisor/Viator, GetYourGuide, or a travel agent), their cancellation and refund policy applies, and any changes, cancellations, or refund requests must be handled through that platform.

2) Booking confirmation & payment (Private Charters)

A booking is confirmed once you receive written confirmation from us (email/message) and payment requirements have been met.
Private Charters:

- A deposit may be required to secure your booking.
- **Full payment is required 30 days prior to your charter date for peak season** or 14days for non peak dates (PEAK SEASON: Jan, April, July, Sept, Dec)
- If full payment is not received by the due date, we may treat the booking as cancelled and release the date to other guests.

3) Guest cancellations (change of mind)

If you need to cancel your booking, please notify us as soon as possible.
Private Charters:

Peak Season (Jan, April, July, Sept, Dec):

- **31+ days before departure:** We will provide a full refund, or (if you prefer) you may request to reschedule to another available date/time.
- **30 days or less from departure: No refund**.

Off Peak:

- **15 days+ before departure:** We will provide a full refund, or (if you prefer) you may request to reschedule to another available date/time.
- **14 days or less from departure: No refund**.

4) Weather and sea conditions

Vanuatu weather can vary by location. Light rain, cloud cover, or an unfavourable forecast does not necessarily mean conditions are unsafe. We do not cancel due to light showers or overcast conditions as this weather is still favourable for charter.

If we cancel due to unsafe conditions: If the captain determines conditions are unsafe we will cancel the charter, if this is the case you may choose from the following:

- a full refund, or
- to reschedule to another available date/time (subject to availability).

If you cancel due to perceived forecast, light rain/overcast conditions: Cancellations would be treated as a guest cancellation and the **Private Charter cancellation terms above apply**.

5) Operational changes

For safety and operational reasons, we may need to adjust the itinerary, timing, or inclusions (for example, changing snorkelling locations). These changes do not automatically entitle a guest to a refund.
If we make a significant change that materially affects your experience, we will contact you as soon as reasonably possible to discuss options.

6) How refunds are processed

Refunds are issued to the original payment method where possible.
Processing times can vary depending on your bank/payment provider.
Any third-party fees charged by your bank or card provider are outside our control.

7) Contact

To request a cancellation or discuss a booking, contact:
Email: info@sailingvanuatu.com