



# 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

A booking is confirmed once you receive written confirmation from us (email/message) and/or payment has been processed.

## 3) Guest cancellations (change of mind)

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

- **More than 24 hours before departure:** We will provide a **full refund** or (if you prefer) you may request to **reschedule** to another available date/time.
- **Within 24 hours of departure / No-show: 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.

- **If we cancel due to unsafe conditions:** If the captain determines conditions are unsafe and we cancel the tour, you may choose either:
  - a **full refund**, or
  - to **reschedule** to another available date/time (subject to availability).
- **If you cancel due to forecast or light rain/overcast:** Cancellations made **within 24 hours** due to a weather forecast, light rain, or overcast conditions are treated as a **late cancellation** and are **not refundable**.

## 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](mailto:info@sailingvanuatu.com)