



# Lifestyle

## Cancellation Policy

We understand that plans can change. To ensure fairness to all guests and to maintain the quality of our service, we kindly ask you to familiarise yourself to our cancellation terms below:

### 1. Standard Cancellations

- Cancellations made **7 days or more** before the scheduled activity will receive a **full refund**.
- Cancellations made **3 to 6 days** before the scheduled activity will receive a **50% refund**.
- Cancellations made **within 2 days** before the scheduled activity are **non-refundable**.

### 2. Weather-Related Cancellations

- If weather conditions are deemed unsafe by our captain or staff, we will offer a **full refund** or the option to **reschedule** at no additional cost.
- Please note: Light rain or overcast skies do not qualify as unsafe conditions.

### 3. No-Shows and Late Arrivals

- Guests who fail to arrive on time for the scheduled boat rides will be regarded a **no-show** and are **not eligible for a refund**.
- Guests who fail to arrive on time for all other activities (except boating) with prior notice will be considered **late arrivals** which may result in a shortened activity / trip without a refund.
- **Please Note:** all guests are expected to arrive at least 30 minutes before departure / start of activity in order to sign-in and put on the safety wear (for boating and quad-biking)

### 4. Operator Cancellations

- In the rare event that we must cancel due to mechanical issues or unforeseen circumstances, guests will receive a **full refund** or the option to **reschedule**.

### 5. Rescheduling

- One-time rescheduling is allowed if requested **at least 3 days** before the scheduled activity. Additional changes may incur a fee.