

# CANCELLATION POLICY

Our guest's safety and comfort is always our priority. We constantly monitor sea conditions along the coastline and respond professionally to any changes. This may mean:

- Cancellation of a Tour
- Restrictions may be placed on passengers with medical or mobility problems

The child age limit may be raised

If your clients present a pre-paid voucher this will either:

- Be transferred to another Whale Watch tour

Be exchanged for a Whale Watch by Air tour - we will invoice at the agreed rate for boat tours

They will be issued with a 'Verification of Cancellation' form and return to you for a full refund. Please note that sometimes your clients may not present their voucher at our counter when a tour is cancelled. Should they return to you - requesting a refund - without the 'Verification of Cancellation' form please contact us for verification.

