

# Terms & Conditions



Whale Dream

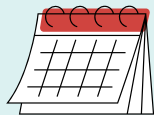


## Food & Drinks

All our excursions are offered as all-inclusive.

On board, you'll enjoy non-alcoholic beverages such as tea and coffee, along with sweet and salty snacks.

You're also welcome to bring your own food and drinks if you wish.



## Booking, Cancellation & Refunds

A 50% deposit of the total amount is required to confirm your booking.

If we need to cancel (due to bad weather or any unforeseen circumstance), we will offer to reschedule your excursion.

If rescheduling is not possible for you, you will receive a full refund.

If you cancel :

- More than 72 hours before the excursion: your deposit will be fully refunded.
- Less than 72 hours before the excursion: the deposit will be retained and is non-refundable.



## Private trip

If you choose to return earlier, the excursion price remains the same.

In case of delay, the scheduled return time will be maintained.

A delay of more than 30 minutes will result in the cancellation of the excursion, without refund.



## Sharing trip

Please arrive 15 minutes before departure at the meeting point.

If you are more than 15 minutes late, the excursion may be cancelled without refund, as respect for the other participants.



## Unexpected Situations

These conditions are in place to ensure smooth organization and avoid any misunderstandings.

Our departures are early and punctual because that's when you have the best chance to enjoy unforgettable encounters with dolphins and whales.

Your punctuality is important so that everyone can fully enjoy this unique experience.

And if something unexpected happens, please let us know—we will always do our best to find a solution that works for you.

See you soon onboard !