



Whale Dream

ProCruise Ltd
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TERMS AND CONDITIONS

Food and beverages

All trips include the following:

Beverages (water, soft drinks, coffee and beer) and snacks (sweet and salty)

You are welcome to bring any food or beverages. We provide a cooler for your items.

Cancellations and refund

To confirm your reservation a deposit of 50% of the tour fee is required.

The Captain reserves the right to cancel any trip due to safety, bad weather, etc. In the case of a cancellation by the Captain, we'll try to reschedule your trip. If that's not possible then the fees paid to ProCruise Ltd are 100% refundable.

If guests cancel the trip our refund policy is:

- 3 days before the trip date, the client will receive 50% of the deposit paid.
- 2 days before the trip date, the client will receive 25% of the deposit paid.
- Less than 24 hours before the trip date, there will be no refund.

Private trip

If the client requests an earlier than scheduled return to shore there is no refund.

If the client arrives late for the departure time, the scheduled return time will remain the same.

Sharing trip

Clients are requested to be at the departure point 15 minutes before scheduled departure.

In respect to all of our guests the boat leaves on time. There is no refund for arriving late and missing the boat. So please plan ahead, there can be traffic, even in paradise...

Our TERMS AND CONDITIONS are standard in the Whale Watching industry and created to avoid common issues. However, we treat each client and situation individually and with respect. We will do our best to find the most reasonable solution to unexpected challenges to be fair to all parties concerned.

- Captain Vic