

Cancellation Policy Epic Tours Bonaire (Bon Parasail B.V.)

Cancellation Policy (single seat bookings on regular tours)

30 Days Cancellation Policy

You can cancel up to 30 Days prior to your activity taking place. You will receive a full refund unless the amount is subject to a service charge.

Cancelling within 14 Days

If you cancel within 14 Days of your scheduled activity your cancellation fee will be 50% of the total amount.

Cancelling within 7 Days

If you cancel within 7 Days prior to your activity taking place there is no refund.

Cancellation Policy (Private tours / private charter)

For all bookings of private tours / private charter, the payment about the full amount is due 60 days prior to the scheduled trip. For a FULL REFUND, a request for cancellation MUST be made at least 30 days prior to the trip by contacting by email or phone.

A full refund (-10% administration costs) will be provided for trips cancelled within 60 days of the trip. Cancellations between 30-60 days of the trip, a full refund (-10% administration costs) will be provided ONLY if the spot can be filled. If the spot cannot be filled, the balance will not be refunded. NO refund will be provided for cancellations made 30 days prior to the trip.

This refund policy includes trips booked within 30 days of the trip.

Cancelling Your Reservation

To cancel your reservation for any reason, you must send an email to info@epictoursbonaire.com or call our office on +599 – 777 2668 or +599 – 786 94 90.

Additional Reasons for Cancelling

Bad Weather: If your activity operator cancels due to bad weather AND can't accommodate you on another day, you will be issued a full refund (-10% administration costs). We will confirm if this is the case before issuing a refund.

Activity Operator: If the tour operator cancels AND can't accommodate you on another day or with another tour, you will be issued a full refund (-10% administration costs). We will confirm if this is the case before authorizing a refund.

Cruise Ship Itinerary Changes: If your cruise ship changes itinerary and prevents you from participating in your excursion you will be issued a full refund (-10% administration costs). You will need to provide us proof of this itinerary change before we can authorize a refund.

If your cruise ship is rescheduled to Bonaire for a different day, please note that your tour is not cancelled – it is automatically transferred to your new arrival date. Although we are usually aware of these changes, notification on your part of any schedule changes your ship may make regarding Bonaire is always appreciated and ensures your day on Bonaire will not be lost.

Adjusting Your Reservation

You must contact our office to make any adjustments to your reservations. These includes times, dates, amount of guests attending and type of activity. A new confirmation will be emailed to you once the changes are completed. Adjusting your reservation does not exempt you from any penalties you may be responsible for.

Customer Responsibility

You agree to read and abide by our policies and you agree to be fully responsible for meeting the guidelines stated.

Final Confirmation: All reservation holders will be emailed a final confirmation to the email provided when making the reservation. You are responsible to make sure the email you provide is valid and that you have received the final confirmation. You must contact our office if you have not received your confirmation with 48 hours of making your reservation.

This confirmation will contain all the details concerning your activities including, times, locations, amounts charged and amounts owed.

Cruise Ship Customer Port Times: Please make sure your itinerary time and local times are the same. Some cruise lines use "ship time" for their port times instead of the actual local time of the port you'll be visiting. If you are late or do not arrive on time because did not schedule your activity accordingly you will still be held financially liable.

No Shows: If you, or a member of your party, fail to appear for your scheduled activity you will be financially responsible for the total amount of the activity reserved. No refunds will be given in such circumstances. No Exceptions.

Showing up Late: If you, or a member of your party, show up late and are not able to participate you will still be responsible for the full amount of the activity.

Unsatisfactory Activity Experience: If you experience any issues with the quality of your activity, please address them immediately with your activity operator. Voice your concerns and complaints with the person in charge of the activity in order to reach an amicable solution that day. Do not wait until you return from your vacation. If you feel you deserve a partial or full refund it is imperative you make this known the same day of your activity. Any financial remedy is the responsibility of the activity operator.

No refund will be given for any cancellations or no-shows as a result of you failing to follow the instructions on the confirmation.

Epic Tours Bonaire (Bon Parasail B.V.)

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