

Adrien's Dream Boat Charters - Cancellation Policy

Customers are hereby informed that any cancellation for Excursions of Adrien's Dream can be made by e-mail on pr@adriensdream.com or by SMS / WhatsApp message on +230 52531170.

Any **Cancellation done 48hours prior** to Excursion date and time will be handled without disturbance fee.

For **Cancellation 24hours Prior** to excursion, a **50% Cancellation Fee** will be retained on the full amount paid to Adrien's Dream Co. Ltd.

For **Last Minute Cancellation Fee**, clients will **NOT be entitled to any refund**.

No refunds are available once an activity has commenced or in respect of any meal which one has commenced eating or beverage that has been served.

In case an activity is cancelled due to bad weather conditions, a Full Refund will be given. However, if the activity operates, rain or shine, and the customers decides not to go, the customer will be charged the **Last Minute Cancellation Fee**.

In case of a **"No Show"** or in case a customer arriving late to an activity, the tour will leave on time and the client will **NOT be entitled to a refund**.

If any member of your party is prevented from traveling, that person may transfer their place to someone else. In case the order was made on the name of the person who is prevented from traveling, you must inform Adrien's Dream at least 2 hours prior to departure about this change and provide a name of the other person who will use the activity (so we can change the order on his name).

In the unlikely event of the cancellation of an excursion by Adrien's Dream Co. Ltd, we will:

Propose an alternative date to the client for rescheduling the trip.

If the client chooses to refuse that option, then Adrien's Dream shall provide **100%** full money refund to the customer in the total amount paid by the customer to Adrien's Dream for the activity which has been cancelled.

In case an activity is cancelled due to bad weather, then Adrien's Dream is not liable to provide the client with a refund for the taxi fair or to cover any other charge (except for processing a full refund of the direct amount paid for the activity).

The only exception to the above would be cases of force majeure or as a result of unusual and unforeseeable circumstances beyond our control.