

## **Policies - Terms and Conditions**

Our cancellation and no-show policies will apply only once your booking has been confirmed by Sand Dollar Sports. If your booking is made through one of our agents, then their booking procedures, policies, terms and conditions will apply and not those of Sand Dollar Sports.

### **Cancellation Policy -for tour booking only-**

**Cancellations made beyond 48hs of the tour time:**

Will qualify for a full refund minus the credit card or paypal charges if applicable.

**Cancellations made between 48hs and 24hs of the tour time:**

Will qualify for a 90% refund minus the credit card or paypal charges if applicable.

**Cancellations made within 24hs of the tour time or no-shows:**

No refund will be issued.

**Cancellations due to weather conditions or no show by the cruise ship:**

Will qualify for a full refund minus the credit card or paypal charges if applicable.

**Cancellations due to any COVID-19 related delay or illness are fully refundable.**

**Boarder closing or airline cancellation due to COVID-19 security concerns are fully refundable.**

If a client has completed any portion of a dive package and is unable to complete the contracted service due to COVID-19 related concerns , guest will only be charged for the days that were completed and a refund or rain check will be issued for the remaining days of unused service.

### **Cancellation Policy -for hotel booking only-**

**If you cancel 7 days or less before check in date:**

We will charge a one night cancellation fee per room for every booking.

**If you cancel 8 days or more before check in date:**

We will charge you a 5% cancellation fee for every booking. Any cancellation policies of hotels will override the above policies. If a hotel policy is different, we will advise you via email.

**If you have not cancelled your booking and do not check in (No-Show):**

If you fail to check in at a hotel, and you have not cancelled your booking with Sand Dollar Sports, the hotel will impose a no-show charge. The no-show charge varies depending on the hotel and can be up to the total price of the booking. We will do our utmost to negotiate with the hotel to keep your no-show charge as low as possible.