

## TIP TOP FLEET'S BOOKING & CANCELLATION POLICY

### Reservations & Payments:

#### 1.1 Charters:

- A deposit of twenty five percent (25%) of the charter rate is required to confirm your booking.
- The balance must be paid sixty (60) days prior to departure cruise date, plus passenger's names, passport numbers, nationality, date of birth, cabin assignment, route of flights, allergies or illnesses, wetsuits sizes, and food restrictions.
- The immediate deposit of the total amount is required to confirm bookings for departures where promotional and last minute rates apply.
- The passenger must have health & travel insurance which covers COVID-19.
- The passenger must be aware about needed visas or vaccination.

#### 1.2 Individual Fit's Passengers:

- A deposit of twenty five percent (25%) of the cruise rate per passenger is required to confirm your booking.
- The balance must be paid sixty (60) days prior to departure cruise date, plus passenger's names, passport numbers, nationality, date of birth, rooming list, route of flights, allergies or illnesses, wetsuit sizes, and food restrictions.
- The immediate deposit of the total amount is required to confirm bookings for departures with promotional and last minute rates.
- The passenger must have health & travel insurance which covers COVID-19.
- The passenger must be aware about needed visas or vaccination

## Cancellation Policy

### 2.1 Charters:

- If notice is received one hundred twenty one (121) days prior to departure or more, we will refund the first deposit retaining 10% as administrative and banking expenses.
- If notice is received from one hundred twenty (120) to sixty one (61) days prior to departure, no refund of the deposit is possible.
- If cancellation occurs sixty (60) days prior to and the date of departure, the full rate is charged as a cancellation fee.
- Clients have the option to release not sold spaces one hundred twenty one (121) days prior to departure cruise date, in this case fit's rate will be applied. The Company will sell and will be responsible for all spaces released by the Client.
- A 100% penalty applies on cancellations for departures with promotional and last

### 2.2 Individual Fit's Passengers:

- If notice is received one hundred fifty one (151) days prior to departure or more, we will refund the first deposit retaining 10% as administrative and banking expenses.
- If notice is received between one hundred fifty (150) and sixty one (61) days prior to departure, no refund of the deposit is possible.
- If cancellation occurs between sixty (60) days before and the date of departure, the full tour rate is charged as a cancellation fee.
- A 100% penalty applies on cancellations for departures with promotional and last minute rates.
- In case of health related cancellations, we will refund 50% upon receipt of medical certificates, (issued by a hospital or medical center) which proves that is impossible for passenger to take the cruise, and to which one the reimburse will be done.