



OUR FRIENDLY CANCELLATION POLICY

Hi this our Cancellation and Refund policy...

We think that this is a very friendly and fair policy , please let us know what you think ,or if you have a better idea to improve it....*We just want you to be happy when you leave so you will come back!*

Our Rule on packages if dont participate in some of the dives due to weather or any other circumstances, we will reschedule with priority status. If you are unable to reschedule, we will charge you **ONLY** for the dives or activities that you already did (with the regular price) and we will **REFUND YOU THE REST**

Our rule on the weather .. sometimes the Harbor Master closes the port for commercial trips due to weather conditions and we cannot go out to sea and dive. That's when we like to go to the cenotes instead! (only if you are certified)The weather's always the same in the caverns If you prefer not to visit the cenotes,we reschedule for another day or we will give you **100% REFUND.**

If WE must cancel a tour due to weather or other circumstances we cannot control We will reschedule you with priority status. If you are unable to reschedule, we will give you **a 100% REFUND** (less paypal payment fees if applicable).

If you must cancel a tour MORE THAN 2 DAYS before check-in time and you are unable to reschedule, we will give you a **100% REFUND** (less paypal payment fees if applicable).

If you must cancel a tour BETWEEN 2 DAYS AND 24 HOURS before check-in time, we would very much appreciate *speaking with you over the phone* about it so we can reschedule you for another day. Like we say, change happens and we understand. If you are unable to reschedule, we will give you a **50% REFUND** (less paypal payment fees if applicable).

If you cancel LESS THAN 24 HOURS before the check-in time we appreciate being notified by phone ,whatsapp or mail so we will not be wondering what happened to you. **There will be NO REFUND**

If you do not arrive on time for the tour,or do not fully participate in the activities or shorten a tour because you are not feeling well you will have our sympathy and we will attempt to make you comfortable but **There will be NO REFUND**