

REFUND POLICY

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At Cayman Stingray Charters, we strive to provide an unforgettable ocean experience for all our guests. This Refund Policy outlines the terms under which refunds are offered for our charter tours. By booking with us, you agree to the terms stated below.

1. PAYMENT TERMS

- All payments are due upon arrival prior to the start of the tour.
- We accept major credit cards, cash (KYD/USD), and other approved payment methods.

2. REFUND ELIGIBILITY

- Before the tour begins: Cancel at least 24 hours before departure for a full refund.
- Within 24 hours of departure: Cancellations made less than 24 hours before the tour receive a 50% refund.
- No-shows: No refund.

3. NO REFUNDS AFTER TOUR COMMENCES

- Once the tour has started, no refunds will be issued, regardless of early return, personal choice to discontinue, or dissatisfaction due to conditions outside our control (e.g., changing weather, sea conditions, or marine life activity).

4. WEATHER & SAFETY CANCELLATIONS

- If we cancel a tour due to unsafe weather, mechanical issues, or other unforeseen circumstances, you may either reschedule at no extra cost or receive a full refund.

5. MEDICAL OR EMERGENCY CANCELLATIONS

- Guests who provide proof of a valid medical emergency before the tour begins may be eligible for a full or partial refund at our discretion.

6. CONTACT

- Phone: +1 (345) XXX-XXXX
- Email: info@caymanstingraycharters.com