



## Retail Terms & Conditions

Updated February 27, 2023

### **Non-Refundable Initial Payment**

A 25% non-refundable initial payment is required within 72 hours of making your booking to confirm your reservation. Payment may be made by Visa, MasterCard, American Express, bank draft or bank wire.

### **Final Payment**

Your balance due must be received by our office 60 days before departure. We reserve the right to release your reservation without compensation or refund if you do not pay the balance before the deadline.

### **Cancellation and Refund Policy**

A cancellation of an original booking (a booking that has not been previously transferred to a later date than when first booked) that is received more than a year before departure is fully refundable less an administrative fee of USD \$100 per berth or the booking may be transferred to a new booking without any administrative fee. This option is only available once for each booking and transferred payments may only be applied as a credit to final payments. There are no refund for any transferred bookings.

Cancellations received within 12 months of departure are non-refundable and non-transferable. We will do our best to rebook your cancelled reservation with a different client and, if we are able to do so and IF that departure is 100% occupancy, we will refund your canceled booking less an administrative fee of \$100.00 per berth or space. If we are able to re-book your canceled berth/space, you will have the option to transfer the full amount paid to a future reservation.

### **Insurance – PLEASE BE SURE TO REVIEW THIS SECTION**

Medical evacuation from remote locations and medical treatment can be very expensive. We require all guests to either purchase medical diving insurance from us or to have proof of valid insurance from a recognized and reputable insurance carrier such as DAN or DiveAssure.

Please Note: Travel insurance is different than medical dive insurance and provides peace of mind and financial security as it provides coverage for delay, missed departures due to weather, canceled flights, lost bags etc. We highly recommend DiveAssure for your travel insurance needs.

## **Paperwork**

Each and every guest is required to provide a Waiver, Release and Indemnity (the “Release”) on or before arrival at the ship and their personal and travel information. You can provide a copy of these documents (found on the Nautilus web site or on request) electronically as soon as confirmation of the reservation has been given but, in any event, no later than 60 days prior to departure. The government of Mexico requires that we submit this information before the boarding day. If this is not done, guests may be refused boarding permission.

We urge all of our guests to double check their travel documents including expiry dates and ensure they obtain any required visas to travel to or through the United States and Mexico if required. We will not issue a refund or credit to guests who are either denied entry into Mexico or permission to board.

## **Special Requests**

We want to serve our guests as best as we can by accommodating all reasonable special requests. Please let us know if we can help with any specific dietary requests or other accommodations at least 30 days prior to boarding. The more notice the better we can serve everyone. It is unlikely that we will be able to respond to last minute or “day of” requests.

## **Surcharges**

While Nautilus understands/appreciates guest reaction to post booking charges after a trip has been booked and shall avoid such whenever possible, we have to reserve the right to add a surcharge in respect of volatile fuel price increases and other unforeseen charges over which Nautilus has no control such as the cost of any imposition of any taxes, levies, fees or other unforeseen charges legislated by the Governments of Canada, USA or Mexico.

## **Force Majeure**

While we will always do whatever we can to ensure the absolute best possible experience for the guests, trip itineraries are subject to change or cancellation without notice at the discretion of the Captain taking into consideration the safety of guests, crew and the vessel for reasons such as inclement weather or seas, mechanical breakdown, governmental orders, port authority directions and other factors beyond our reasonable control. No refund or credit will be issued in such instance.

## **Contract Changes**

Prior to any accepted reservation, Nautilus reserves the right to make changes to the above noted terms and conditions without notice.

## **Use of Credits**

Credits are non-transferable. If you would like to use the credit for future trip, please talk to us. The trip must be taken within one year of the original trip and if the booking gets moved or cancelled the credit is void.