



CANCELLATION POLICY

Manta Ray Moonlight Swim

As we offer highly sought-after activities with few spaces, we respectfully request you notify us as soon as you know you cannot make it.

- 1. Cancellation up to 24 hours before the activity starts: full refund. If you do not receive a cancellation confirmation from us by the next business day, please follow up, resend your message, or call again.**
- 2. If you cancel within 24 hours before the activity starts, we will do our best to fill your spot. If we cannot, full payment is required, and no refund is given.**
- 3. Customers receive a full refund if we need to cancel (e.g., due to adverse ocean conditions or other unforeseen circumstances).**
- 4. "No shows" are charged the full amount.**
- 5. If you use Google Calendar (or similar) and book online from time zones ahead of us, you might arrive a day late for the tour and be considered a "No show."**
- 6. The activity is non-reimbursable even if a participant cannot complete it, does not meet the prerequisites, or is disqualified due to alcoholic consumption before the start of the tour ("zero tolerance policy").**

Contact us by phone at 808-987-5580 or email to cancel, inquire about a cancellation, or re-schedule.

Our reservation team is best reached from 9 AM - 3 PM Hawaiian Standard Time - Monday to Saturday
Closed on Sundays, July 4th, Thanksgiving, and Christmas Day