

## **Cancellation Policy**

- **Cancellation with more than 48 hours' notice:** You will receive a full refund.
- **Cancellation with less than 48 hours, but more than 24 hours' notice:** You will receive a 50% refund.
- **Cancellations with less than 24 hours' notice or no-shows:** No refund or credit will be given.
- **Cancellation by the Captain due to weather or unforeseen circumstances:** You will be given the option of a full refund or a credit for a future booking.
- **Merchant fees (5%) & VAT:** These fees are non-refundable and will be covered by the cardholder, regardless of the cancellation circumstance.

## **Terms and Conditions**

### **1. Booking Confirmation:**

- Your booking is confirmed once payment has been processed. You will receive a confirmation email with the details of your reservation.

### **2. Arrival and Departure:**

- Please arrive at least 30 minutes before the scheduled departure time. The tour will depart promptly as scheduled, and we cannot delay for late arrivals.

### **3. Safety Requirements:**

- All guests must comply with safety instructions given by the captain and crew. Life jackets are available and must be worn when instructed.

### **4. Personal Belongings:**

- *It Wasn't Easy Tours Ltd.* is not responsible for any loss or damage to personal belongings during the tour.

### **5. Unforeseen Circumstances:**

- Tours may be affected by weather or other conditions beyond our control. In such cases, the captain may cancel or reschedule the tour for your safety.

### **6. Health and Medical Concerns:**

- Guests are responsible for informing us of any health or medical conditions that could affect their ability to safely participate in the tour.

### **7. Age Restrictions:**

- Children under the age of 12 must be accompanied by an adult at all times during the tour.

### **8. Alcohol and Smoking:**

- Smoking and excessive consumption of alcohol are prohibited during the tour for the safety and enjoyment of all guests.

## **Privacy Policy**

### **1. Collection of Information:**

- We collect personal information such as your name, contact details, and payment information when you make a booking or interact with our website.

### **2. Use of Information:**

- Your information is used to process bookings, provide customer support, and send notifications related to your tour.

### **3. Data Security:**

- We take all reasonable measures to protect your personal information. However, no system is completely secure, and we cannot guarantee the security of your data.

### **4. Third-Party Sharing:**

- We do not sell or share your personal information with third parties, except as required for payment processing or as mandated by law.

### **5. Cookies:**

- Our website may use cookies to enhance your browsing experience. You can disable cookies through your browser settings if you prefer not to use them.

### **6. Changes to This Policy:**

- We reserve the right to update this policy at any time. Changes will be posted on our website, and continued use of our services indicates your acceptance of the revised terms.