

BETA KOMODO TOUR OPERATOR

PAYMENT POLICY

TERMS and CONDITIONS

DOWN PAYMENT

Minimum Down Payment is 30 %.

The rest of the payment has to be settled 7 days before the trip.

Down Payment is non refundable.

CANCELLATION POLICY

Boat Trip

Rescheduling is only allowed up to 60 days before the trip.

Rescheduling less than 60 days before the trip will result in forfeiture of the down payment.

Rescheduling must be for the same boat.

Cancellations by guests are non-refundable but may be transferred to another person (substitute guest).

Cancellations or prohibitions by the harbourmaster due to weather conditions, natural disasters, terrorism, etc., may allow the guest to reschedule or receive a full refund.

Cancellations made by the boat operator due to unavoidable reasons (such as a sudden technical issue) will result in the operator providing a replacement vessel of equal value. If no replacement is available, a full refund will be issued.

Inland Trip

Rescheduling is only allowed up to 30 days before the trip.

Rescheduling less than 30 days before the trip will result in forfeiture of the down payment.

Cancellations by guests are non-refundable but may be transferred to another person (substitute guest).

Cancellations or prohibitions by the local authority due to weather conditions, natural disasters, terrorism, etc., may allow the guest to reschedule or receive a full refund.

Cancellations made by Beta Komodo Tour Operator due to unavoidable reasons (such as a sudden technical issue) will result in the operator providing a replacement vessel of equal value. If no replacement is available, a full refund will be issued.

DELAY, ABSENCE & COMPLAINTS

If the participant arrives late or is absent on the departure day for any reason, the trip package is non-refundable, non-changeable, and non-transferable.

Participants are fully responsible for adhering to the guide's instructions and meeting times during the trip.

If other participants are delayed due to someone not following the agreed schedule, the responsible party will bear any additional costs.

If a participant's flight is canceled, they are not eligible for a refund but may join the trip from the second day with an extra charge.

Beta Komodo Tour Operator disclaims all responsibility for consequences caused by the participant.

Beta Komodo Tour Operator does not accept liability for any loss or damage during the trip.