

# Cancellation Policy

The purchase of your charter does not automatically guarantee your reservation. We have the right to cancel your reservation at any time. If your charter cannot be performed for any reason such as weather (lightning, rain, fog, or wind) or boat maintenance. We will refund your purchase without any additional charges. We recommend each customer read and review the cancellation policy so they fully understand.

## What CAN be Refunded:

Weather cancellations will be refunded 100%. Mother Nature is out of our control and unfortunately weather can change on a dime. We track the weather days out and will continue to check it hours before. We will never put our customers or captains at risk. If we feel like it is not safe to go out, we will cancel and/ or reschedule you for another day.

Boat Maintenance. We take every precaution to make sure our boat is running at 100 percent however, sometimes things happen that are out of our control. If we have to cancel a trip due to boat maintenance, we will reschedule you or refund you 100%.

## What CANNOT be Refunded:

No refund will be given for any portions of our charter unused by the traveler after Charter departure regardless of circumstances (this includes coming in early).

No refund will be given if you do not contact us 14 days ahead of time. If you cancel for any reason within the time frame the card on file will be charged for the remaining balance of the charter.

Cancellation time starts the day of charter confirmation.

## How to Cancel a Reservation:

We will process your cancellation/refund request within one to seven business days. We will NOT acknowledge any verbal / over-the-phone request or voice mail. Please make sure you send an email or text letting us know of your cancellation also, please explain why you are requesting a cancellation.

- Contact via Email: [me@capttroy.com](mailto:me@capttroy.com)

Contact via text: (757) 377-9655

Signature:\_\_\_\_\_ Date:\_\_\_\_\_