

Refund Policy

At Catch a Captains, we strive to provide excellent service and ensure your satisfaction with every booking. However, we understand that circumstances may arise that require a refund of your reservation. Please review our refund policy outlined below:

1. Full Refund within 48 Hours: Customers are eligible for a full refund of their booking if the cancellation request is made within 48 hours of the scheduled departure time.

2. 75% Refund within 24 Hours: If a cancellation request is received within 24 hours of the scheduled departure time, customers are eligible for a 75% refund of their booking amount.

3. 50% Refund after 24 Hours: Cancellations made after the initial 24-hour period but before the 4-hour window prior to departure will incur a 50% charge of the booking amount.

4. No Refund within 4 Hours: Within 4 hours of the scheduled departure time, customers will be charged 100% of the booking amount. No refunds will be provided for cancellations made during this period.

5. Exceptional Circumstances: Customers may be eligible for a full refund in case of the following exceptional circumstances:
 - Hospitalization of the customer.
 - Death or hospitalization of a loved one, including parents, spouse, or children.
 - Hazardous weather conditions such as high tides, hurricanes, or thunderstorms that prevent safe sailing.
 - Unforeseen technical issues requiring immediate repairs to the vessel.

In such cases, customers must provide appropriate documentation (e.g., hospital records, death certificates, weather alerts) to support their refund request.

For assistance with cancellations and refund requests, please contact our customer support team via email at support@catchacaptains.com or call our support phone number.

Please note that this refund policy is subject to change without prior notice. We encourage customers to review the policy periodically for any updates.

Thank you for choosing Catch a Captains. We appreciate your understanding and cooperation regarding our refund procedures.