



CANCELLATION POLICY

Manta Ray Moonlight Swim

- 1. Customers will receive a full refund if we are notified 24 hours before the activity starts by phone, email, or text message to 808-987-5580. If you do not receive our acknowledgment 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 spaces, but you will not be refunded if we cannot. 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.**
- 3. Customers will also receive a full refund if we cancel due to adverse ocean conditions or other unforeseen circumstances.**
- 4. No shows" are charged the full amount.**
- 5. The tour is non-reimbursable even if a participant cannot complete it.**

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