



POLICY

No Manta Ray Sighting Guarantee

Over the year's four seasons, the chances of seeing mantas with our company are over 80%. However, the likelihood decreases during the winter due to large swells that generate high surf and waves crashing along the shoreline, making the manta viewing area harder to access or unreachable.

The probability of manta sightings is the best during the spring/summer/fall months simply due to calmer waters. [\[More info here.\]](#)

All tour businesses that sell a trip to view wild animals rely on patterns of when and where the mantas are seen. While our night snorkel adventure offers one of the best chances to experience manta rays in their natural environment, it's important to remember that many factors influence their presence, and those can change rapidly.

We do our best to forecast the likelihood of seeing mantas by sharing the sighting success of the prior nights, but there is still no guarantee of them showing up (much like whale-watching or fishing).

If the manta rays do not appear, we do not offer a refund, a discount, or a rain check.

Industry-wide, many manta tour companies offer "manta guarantees," and we encourage you to check with them. In our opinion, it is a "guarantee" that is too good to be true.

Here is what we found after a simple search of three tour boat companies.

- One operator has the same policy we have.
- Others offer "space available options."
- None have a money-back choice.
- We are all small businesses with expenses.

Policy Company A: We cannot guarantee the presence of Manta Rays as they are wild animals. We do see the Manta Rays over 90% of the time. We do offer a "Come Again Free" if, for some reason, on your trip, you do not see these animals. "Come Again Free" tickets are given away every day at 3 pm on Standby. This is on a First Come First Serve Basis. We cannot offer a refund as this does cost money to operate this tour.

Policy Company B: We have an over 90% success rate in viewing manta rays on our trips, in the event we do not see one we are unable to provide refunds due to being a small operator and the costs from operating the tour.

Policy Company C: Manta Rays are wild animals. Even though we have a high rate of manta interaction (90%) we cannot control or guarantee a manta encounter. However, if you don't see a manta on your night dive/snorkel you can go again on another manta trip on a space available standby basis. The offer never expires but is non-transferrable and has no refund or cash value.

Martina Wing
Manta Ray Advocates