



CANCELLATION POLICY



Cancellation policy

Cancellation by Customer

If, for any reason, you decide to cancel your confirmed booking, your credit card will be credited with the appropriate amount as per the cancellation policy applicable.

Cancellation charges apply according to the table below:

	Charged as a % of the order amount for the activity
7-14 days before the date of the activity	25%
3-6 days before the date of the activity	50%
1-2 days before the date of the activity	75%
Less than 24 hours or no show	100%

Please note:

- All the above refers to **working days** only (**Monday-Friday**)
- Notice of cancellation will only be effective when it is received by E-mail sent to Sportfisher and Co. Ltd: info@sportfisher.mu
- The Reserved date or time for the activity is the specific date or time for which the customer is supposed to go on the activity/excursion according to the reservation requested and confirmed by him/her
- These cancellation charges are calculated as a percentage of the total order amount for the activity the customer would like to cancel.

Sportfisher and Co. Ltd
Sunset Boulevard, Grand Baie
Tel: +(230) 2638358
Fax: +(230) 2636309
E-Mail: info@sportfisher.mu



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- The date and time of which we receive the customer's written notification of cancellation is the date and time we will use in order to calculate the appropriate cancellation charge.
- No refunds are available once a tour, activity, has commenced.
- In case an activity is canceled due to bad weather conditions, we guarantee to all our customers a Full Refund. However, we reserve this right to decide if an activity operates. If the activity operates, rain or shine, and the customer decides not to go, the customer will be charged for the last minute cancellation.
- In case of a "No Show" or in case a customer arriving late to an activity, the tour will leave on time and the client will be charged for a last minute cancellation (This apply to activities in groups), if the client book an activity on private basis, they will still be able to start their activity later, but will come back as per booking time.
- Where the cancellation charge is shown as a percentage, this is calculated on the basis of the total amount payable by the person/s for the canceled activity.
- If any member of your party is prevented from traveling, that person may transfer their place to someone else. In case the order was made on the name of the person who is prevented from traveling, you must inform Sportfisher and Co. Ltd. as soon as possible about this change and provide a name of the other person who will use the activity (so we can change the order on his name).
- Refunds must be requested by sending an email to info@sportfisher.mu to be eligible for consideration. Requests received by any other method including direct email to a staff member or online chat or phone conversation or text message or to the supplier cannot be considered or processed. Refund must be requested within 28 calendar days from the day of the cancellation.

Cancellation by Sportfisher and Co. Ltd.

In the unlikely event of the cancellation of an activity, excursion, by Sportfisher and Co. Ltd, we will:

- Propose an equivalent trip and/or package to the client.
- If the client chooses to refuse that option, then Sportfisher and Co. Ltd. shall provide **100%** full money refund to the customer in the total amount paid by the customer to Sportfisher and Co. Ltd. for the activity which has been canceled. In case an activity is canceled due to bad weather, then, Sportfisher and Co. Ltd. is not liable to provide the client with a refund for the taxi fair or to cover any other charge (except for processing a full refund of the direct amount paid for the activity).

The only exception to the above would be cases of force majeure or as a result of unusual and unforeseeable circumstances beyond our control.

Note:

The above stated Cancellation close is applicable **ONLY** in case the activity has been canceled by Sportfisher and Co. Ltd. taking into consideration of no amendment done from the client side on the original booking.

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Change in date and time:

In case a booking has been confirmed and the client decides to change the date of the excursion/activity, Sportfisher and Co. Ltd. reserves the right to accept or refuse the request. If the client, due to a refusal of change from Sportfisher and Co. Ltd. decides to cancel the activity/excursion, cancellation fees will apply as per table above if it is within the period where cancellation fees apply.

In case a booking has been confirmed for a specific date or time, then within the period cancellation fees apply, the client request to postpone the booking to a different date outside the period cancellation charges apply and then cancel for any reason, Sportfisher and Co. Ltd. will charge the client the cancellation fees according to the original date or time of the booking made.

Request for part refund or refund for coming back earlier than planned:

If for any reason (For example sea sickness), the client requests to return to shore and come back earlier than planned, no refund or part refund request will be accepted.