

ESORA TERMS & CONDITIONS

Wet Weather Policy

For wet weather, we usually try to wait it out slightly and will proceed if it subsides. Guests are still required to turn up at the marina and wait for the captain's call.

However, if the rain is very heavy and doesn't look like it's getting better even after 30mins, the captain will make the call to reschedule the booking. Free rescheduling will be provided and you can choose another date within 2 months from your original booking date.

Cancellation Policy:

- Cancellation more than 30 days in advance will be given 90% refund.
- Cancellation made less than 14 days notice will have no refunds.
- Requests made after office hours will be counted as the next working day.
- Any refund, if applicable, shall only apply to the charter fee component. Charges for food catering or other services may not be refunded.
- Once the number of guests have been confirmed, refunds will not be given unless it's more than 30 days from the charter date. (As per cancellation policy)

Rescheduling Policy:

- Free rescheduling if more than 3 weeks prior to booking date (subject to availability)
- No rescheduling for less than 14 days notice.
- Requests made after office hours will be counted as the next working day.
- No refunds will be provided if charterer reschedules from weekend to weekend (higher to lower value).
- Additional fees will be charged if charterer reschedules from weekday to weekend
- Rescheduled bookings must be within 3 months of original booking date.
- No cancellation allowed once a charter has been rescheduled once.