



Terms & Conditions

Reservations: You may reserve space on one of our cruises by email (info@seatrekballi.com), online at (www.seatrekballi.com), by telephone +62 (0)361 270 604 or by fax +62 (0)361 283 357. Your booking is not final until you receive a final confirmation from us.

Deposits and Final Payment: A deposit of twenty five per cent (25%) per person is required at the time of booking. Final payment is due ninety (90) days prior to departure. If your booking is made within ninety (90) days of departure, the entire cruise cost must be paid at the time of booking. Payments may be made by credit card, cash, or wire transfer. If you pay your deposit by wire, we will confirm your reservation once your payment has cleared the bank.

Cancellations by You and Refunds: To cancel your booking, you must submit your request to us in writing by email at info@seatrekballi.com. Cancellation fees will be applied per person according to the following schedule, based on the date we receive your written notification.

- **More than 90 days prior to departure - 25% of the total cruise cost**
- **Between 90 days to 59 days prior – 50% of the total cruise cost**
- **Within 60 days prior - 100% of cruise cost**

Your trip/cruise is transferable should you provide an alternate participant at the same fare. No refunds will apply to unused portions of a trip once the tour begins. If SeaTrek has unreimbursed payments on your behalf once we confirm your trip, a change fee may be imposed. The trip price does not include travel insurance.

Travel Insurance: As the trip price does not include

travel insurance for your protection, we strongly encourage you to purchase trip cancellation and interruption insurance.

Cancellations or Changes by Us and Flexibility: We reserve the right to cancel, alter or modify any trip without prior notice for the safety and/or comfort of clients due to local circumstances or events. On rare occasion, a trip cancellation may occur in which case a full refund will be issued to you less any airline ticket cancellation fees and non-refundable deposits. This will constitute full settlement of claims you may have arising out of our cancellation.

Force Majeure: SeaTrek will not be deemed in breach

of this agreement by reason of delay in performance or non-performance of any of its obligations under this agreement to the extent that any such delay or non-performance is due to any Force Majeure. "Force Majeure" means any circumstances beyond the reasonable control of SeaTrek.

Pre-Departure Documentation: Please read all trip-related documents as soon as you receive them. It is your responsibility to contact us if any information is incorrect. SeaTrek will provide this agreement, a waiver of liability and assumption of risk agreement and a medical questionnaire to be signed and returned, in addition to your Booking Confirmation and Travel Information.

Passports and Visas: Please ensure that all necessary travel documents are valid and effective and in your possession. Passports are required for all participants and MUST be valid for at least six (6) months after your date of return. Please assume full responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements. We may provide information or advice on general matters such as climate, clothing, baggage, and special equipment in good faith as a courtesy to you, however, please fully assure yourself you are properly prepared.

Itineraries: Every effort will be made to carry out our cruise itinerary as planned, however, our itineraries are subject to change at the Captain's discretion. When touring at sea, weather, currents, and even harbour masters don't always co-operate with our planned itinerary, which sometimes make our planned schedules challenging or even impossible to carry out. For that reason, our written itineraries must be approached with reasonable flexibility. We reserve the right to make alterations due to circumstances beyond our control and/or other factors, in the best interests of all. It's part of the adventure.

Health Requirements and Medical Care: Our trips have varying levels of demands and fitness requirements depending on the specific itinerary and optional activities. To participate, you must complete our medical questionnaire. Medical care beyond basic first aid, due to the often remote regions visited, is often not immediately available. If you have a physical, dietary, or other conditions for which you may desire special attention, please inform us in writing when the booking is made. SeaTrek assumes no responsibility for any medical care provided to you.

