

With your payment you confirm your booking as binding and give us your trust.

We value this trust very much and we will do everything we can to support this from our side. For this, however, we need to establish a few rules and conditions.

This concerns your money and our money

You can cancel your booking up to **120 hours** before the start of the tour for a processing fee of 50 euros. We will not charge you any costs if you are unable to travel to Mauritius (with proof) Accident / illness / private reasons.

In case of cancellation **less than 120 hours** (for whatever reason) we have to charge you 50% and with less than 48h no replacement is possible. In the event that someone takes your place, there will be no costs.

If a tour has to be cancelled due to bad weather or unacceptable conditions, you will receive your money immediately. If we offer an alternative date, you can accept it, but are not obliged to do so.

Please note that we can often have wind on the open sea that this is normal for us. For example, a light rain or a cloudy sky does not disturb the dolphin sighting.

If we have to cancel a tour due to the weather, we will book you back to the already completed shorter tour and refund the difference.

If no more than 1h remaining time remains, we cannot make a refund.

Topic of safety

Our boat is usually driven or accompanied by us and our skippers who have more than 15 years of experience and are regularly trained.

Our boat has radio, two engines, life jackets, onboard toilet and at least 2 crew members.

If for some reason we have to resort to another boat, it will offer the same standard of size, comfort, safety and crew.

After lunch on board or on Benitiers island, we do not allow guests to swim in the water within the next 90 minutes. This also applies to the consumption of alcoholic beverages. If this time is no longer available during the tour, technically you may no longer go swimming. As a rule, our tours usually end with lunch.

If you have any further questions, please do not hesitate to contact us.