SAMUI LUXURY BOATS

Weather is natural and outside of our control, but your safety is always our priority.

Private Charters & Transfers

Early Cancellation
- 30 days or more before charter date
  → **Full refund** (minus 1,000 THB administration fee)

Late Cancellation
- Within 14 days of charter date
  → **No refund**

No-show
- Not present at pickup or departure time
  → **No refund**

Rescheduling
- Allowed up to 14 days before charter date
  → Can be rescheduled up to **1 year in advance**

Weather & Safety

If the captain deems conditions unsafe:
→ **100% refund** or reschedule
→ If it's not possible to reschedule your charter, any optional extras ordered are non refundable but can be delivered to your hotel/villa

Light rain, cloudy skies, or moderate sea conditions
= Tours still operate (route may be adjusted)

www.samuiluxuryboats.com/FAQ

SAMUI LUXURY BOATS

Important Information for Our Clients

Please note the following:

Prices Include VAT

All prices listed in our catalogues and online brochures now **include VAT.**

VAT

Secure Online Payments

For all credit card payments, we use secure payment links via:

Beam | WISE

- Encrypted and **100% secure** links
- No card information is stored on our system
- **3.9% fees** apply for credit card payments
- Option to pay via **Wise** available to avoid the 3.9% card fee

Payment Terms:

- We require **payment in full** if within **2 weeks**
- Minimum **50%** booking deposit
- Balance due **7 days** before

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ADDITIONAL ORDERS POLICY



All orders for drinks, cakes, balloons, or food must be **FULLY PAID 48 HOURS** prior to charter departure.



No order changes can be made **WITHIN 48 HOURS** of departure.



If the charter is cancelled by the captain due to unsafe weather conditions, **ALL EXTRAS ARE NON-REFUNDABLE** and will be delivered to your hotel / villa.

Thank you for your understanding.