

Terms & Conditions

ConnectOcean Expeditions

CONNECTOCEAN EXPEDITIONS is available for individual or group bookings. The following outlines our booking-, payment- and cancellation policies.

Itineraries:

Our itineraries are developed to provide a great experience, but with priority on safety and comfort of our customers in mind. Each trip itinerary is customized depending on weather and sea conditions, visibility, and of course safety and security.

ConnectOcean Expeditions reserves the right to change the itinerary during a trip for any reason it deems necessary (i.e. due to sea and weather conditions, or in the event that the captain feels the safety of the ship and/or its guests are in jeopardy).

Booking and Payment for Individual Bookings:

Individuals can book for any of our scheduled trips, through agents or direct by e-mail. Please include participant name, passport number, birth date, and nationality, as well as cabin preference and any special dietary restrictions.

Payments

A deposit payment per person as requested by ConnectOcean Expeditions must be received to secure a booking. The deposit is not refundable in the event of a later cancellation.

Further payments are due closer to the departure date with the full balance due latest 60 days prior to departure. If the booking is made less than 60 days prior to departure, the full payment is due upon booking.

Booking and Payment for Group Bookings:

Groups can book for any of our expeditions through agents or direct by e-mail or web form. For each member of the group, please, include: participant name, passport number, birth date, and nationality, as well as cabin preference and any special dietary restrictions.

The maximum number of participants varies for each expedition as announced by ConnectOcean Expeditions.

Cancellations for Individual and Group Bookings:

All cancellations must be made by e-mail. The date that CONNECTOCEAN EXPEDITIONS receives the cancellation of the booking by e-mail is the date used to determine the cancellation penalty.

Cancellation penalties:

More than 91 days prior to departure: forfeit of deposit.

More than 61 days prior to departure: 50% of the package price.

Less than 60 days prior to departure: 100% of the individual cruise price.

A participant who has booked a ConnectOcean Expedition and who wishes to cancel, has the option to substitute another person (not already scheduled on the trip) into his space to avoid the cancellation penalty. Participant substitution will be allowed up to three weeks prior to departure or after reconfirming with ConnectOcean Expeditions.

No Show:

CONNECTOCEAN EXPEDITIONS will not provide any refunds to participants who fail to show for boarding on the trip departure date, whether this is due to missed airline connections or from the lack of proper paperwork required to enter the country, or any other reason. If an airline connection is missed, CONNECTOCEAN EXPEDITIONS will make all efforts to arrange that the participant can join the CONNECTOCEAN EXPEDITIONS at some point in the itinerary. However, the cost to do so (airfare, small boat transport to CONNECTOCEAN EXPEDITIONS, or any other cost involved) is solely the responsibility of the client.

If the customer interrupts or cuts short a trip for any reason, CONNECTOCEAN EXPEDITIONS is not liable to provide refund to the customer. In cases of emergency such as personal illness or accident, CONNECTOCEAN EXPEDITIONS will assist in all necessary arrangements for the participant's return travel. However, the cost of this is to be borne solely by the participant.

For these reasons we strongly recommend the purchase of trip interruption insurance and/or trip cancellation insurance.

Changes to package rates:

While we try to avoid pricing increases after a charter has been booked, it is possible that prices could be increased. ConnectOcean Expeditions reserves the right to increase the price up until 61 days prior to departure. The circumstances under which this may occur are as follows:

Increases in fuel costs

Increases in port charges

Increases in airline charges
Currency fluctuations

Trip Cancellation by CONNECTOCEAN EXPEDITIONS:

Cancellations due to Customer: CONNECTOCEAN EXPEDITIONS reserves the right to cancel a booking if actions on the customer's part give justifiable cause to do so. In such instance CONNECTOCEAN EXPEDITIONS will refund any payments already made. CONNECTOCEAN EXPEDITIONS will not be liable for any other costs the client might have in conjunction with this booking.

A cancellation due to Force Majeure and unpredictable acts of man: CONNECTOCEAN EXPEDITIONS reserves the right to cancel a trip for reasons of Force Majeure (i.e. natural disasters, epidemics etc.) or unpredictable acts of man (i.e. war, riots, strikes, political unrest, terrorism threats etc.). In the event of this happening, CONNECTOCEAN EXPEDITIONS will contact the client as soon as a decision has been made to cancel the departure.

Trip cancellation by ConnectOcean Expeditions for other reasons: CONNECTOCEAN EXPEDITIONS reserves the right to cancel a trip for other reasons that are unpredictable and beyond our control. In this circumstance we will inform the customer at the earliest possible date, and a full refund will be issued. In the event of a cancellation, CONNECTOCEAN EXPEDITIONS will assist in trying to locate a suitable replacement vessel or program. Should the trip have to be cancelled, CONNECTOCEAN EXPEDITIONS will not be held responsible for any related costs (i.e. flights, hotels, or any other such costs) the client might have in conjunction with this trip.

Damages resulting from personal injury, illness or death:

CONNECTOCEAN EXPEDITIONS is not responsible for any compensation for any damage that results from illness, personal injuries or death which may be sustained while on any portion of the trip, whether this is due to the ownership, maintenance, use, operation or control of any vehicle (aircraft, automobile, bicycle, boat, or any other conveyance used in carrying out these trips). CONNECTOCEAN EXPEDITIONS assumes no liability for any damage whatsoever, caused by failure or delay, irregularities, acts or omissions that have been provided by owners, operators or public carriers, even if the service was for and on behalf of CONNECTOCEAN EXPEDITIONS.

CONNECTOCEAN EXPEDITIONS shall not be held responsible for any injury to person (whether or not resulting in death) arising out of any act of war, insurrection, revolt or other civil uprising or military action

occurring in the countries of origin, destination or passage.
In the case of a medical problem or injury occurring during the trip, either on board or on shore, which results in costs for medical care, evacuation or repatriation, the responsibility for payment of these costs belongs solely to the participant.

Certification & Disabilities:

Before departure of any expeditions involving diving activities, all divers are **required to show proof of dive certification, medical diving insurance such as DAN or equivalent and recent medical statement assuring that they are fit for diving (< 2 years)**. All divers must complete a liability release waiver prior to diving. We also strongly recommend non-divers to make sure that in- and around water activities are covered by their travel insurance.

Upon payment of the deposit, the client certifies that he/she does not have a mental or physical disability that would make him/her unable to safely take part in the dive and activities program during the trip.

Upon payment of the deposit, the client also certifies that he/she has the diving experience to take part in the dive program and agrees to always give personal safety priority, regard mutual rules and regulations during all activities, and follow the instructions of the guide/instructor/expedition leader during the trip.

Loss or damage to personal belongings:

CONNECTOCEAN EXPEDITIONS is not responsible for any loss or damage to a guest's personal belongings while on any portion of the trip.

ConnectOcean Expeditions reserves the right to amend the above Terms & Conditions from time to time.

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ConnectOcean

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