



## **YC YACHTS CANCELATION AND REFUND POLICY (YC Investments S.A.)**

### **CHARTER BOOKING PROCEDURES AND DEPOSITS:**

In order to reserve a yacht or service with YC YACHTS, the client must proceed with a minimum deposit payment of 50% of the total charter of the vessels. This amount may vary depending on the service and will be outlined in the line-item invoice submitted to the client. Acceptable forms of payment are the following: PayPal, Credit Card (Visa, Mastercard, Amex), ACH (local wire transfer), Yappy, or Cash. This ensures the requested date and availability for activities, transportation, boats, etc., and allows us as a company to cover several expenses prior to the trip start date. In order to proceed with service, client must complete the payment of the remaining balance within a minimum of 48 hours prior to departure date for single day or half day excursions in Panama City if paying by credit card, PayPal, or ACH. If finalizing the payment in cash, then we will accept it the same day of departure.

For Multi-day charters the final balance is due at a minimum of seven business days prior to the start of the charter departure date.

If you are not at the designated meeting point at the arranged time of your activity or service, YC YACHTS reserves the right to not provide a partial or full refund. However, we will always try our best to locate you and accommodate any trip delays that are outside of personal control. After all, we want you to come on the trip and have fun. That is our goal.

It is important that before you book with YC YACHTS you as a client take into consideration that as soon as you book with us, we immediately begin to prepare your trip. Therefore, we incur several expenses. Consequently, we have a REFUND POLICY on the deposit amount in case a cancellation from the customer occurs:

### **CANCELATIONS AND REFUNDS (on single day or half day excursions in Panama City):**

More than 30 days prior to date of charter/activity- 100% deposit refund (minus local taxes and processing fees)

Within 7-30 days prior to date of charter/activity - 50% deposit refund (minus local taxes and processing fees) or option to rebook or reschedule activities without any surcharge. All rates will be maintained for up to 1 year from time of initial trip.

Within One Week of date of charter/activity - May rebook or reschedule activities without any surcharge. All rates will be maintained for up to 1 year from time of initial trip. Partial refund may apply.

Within 48 hours of date of charter/activity – zero refund: full payment now due for services.

*Occasionally services are canceled or postponed by YC YACHTS or at the captain's discretion, due to mechanical issues, extreme weather, or other unforeseen events. Should this occur, we will attempt to contact you about the cancellation and to inform you of refund or rescheduling procedures for the particular service. For exact instructions on any canceled or postponed trips or services, please contact us. In the case of a cancellation of your trip by YC YACHTS, we will either offer you a full refund or schedule you for another trip if possible.*

**CANCELATIONS AND REFUNDS (on multi-day excursions in San Blas or Pearl Islands):**

More than 3 months prior to departure – 100% deposit refund (minus local taxes and processing fees)

Between 1-3 months prior to departure date – 50% deposit refund (minus local taxes and processing fees)

Between 2 weeks to 1 month prior to departure date – 25% deposit refund (minus local taxes and processing fees)

2 weeks prior to departure date – 100% of payment is due and zero refund is provided

*In case that services must be rescheduled, there is no additional service charge to the client. In the case that the charter must be canceled due to mechanical issues, extreme weather, or acts of God, then full refund will be provided on the yacht charter itself minus any additional services provided in conjunction with the yacht charter itself. For exact instructions on any canceled or postponed trips or services, please contact us. In the case of a cancellation of your trip by YC YACHTS, we will either offer you a refund or schedule you for another trip if possible.*

**REFUNDS:**

To receive a refund for a canceled or postponed tour, you must submit a formal request via email to [info@ycyachts.com](mailto:info@ycyachts.com) and write "refund" in the subject line. Instructions will be provided in order to obtain your refund.

*Updated and implemented for all charters with departure dates onwards from Nov 7, 2021*