



## YC INVESTMENTS S.A. CANCELATION AND REFUND POLICY

### **BOOKING AND TOUR POLICIES:**

In order to reserve a package or service with YC INVESTMENTS S.A. or one of its sub-brands, the client must proceed with the payment of a 25% deposit of the full amount. *This amount may vary depending on the service.*

This ensures the requested date and availability for activities, transportation, boats, other services, 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 24 hours prior to departure date for single day or half day excursions in Panama City OR within 1 month of any multi day excursion. If you are not at the designated meeting point at the arranged time of your activity or service, YC INVESTMENTS S.A. reserves the right to not provide a 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 INVESTMENTS S.A. 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 activity- 100% deposit refund (minus local taxes and processing fees)

Within 30 days prior date of activity- – May rebook or reschedule activities without any surcharge. All rates will be maintained for up to 1 year from time of initial trip.

Within 48 hours prior date of activity- – zero refund: full payment now due

*Occasionally services are canceled or postponed by YC INVESTMENTS S.A. 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 exchange 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 INVESTMENTS S.A. , we will either offer you a refund or schedule you for another trip if possible.*

**CANCELATIONS AND REFUNDS (on multi-day excursions):**

More than 6 months prior to departure – 100% deposit refund (minus local taxes and processing fees)

Between 3-6 months prior to departure date – 50% deposit refund (minus local taxes and processing fees)

Between 1-3 months prior to departure date – 25% deposit refund (minus local taxes and processing fees)

1 month 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 INVESTMENTS S.A., we will either offer you a refund or schedule you for another trip if possible.*

**CANCELATIONS AND REFUNDS (on Villas or Hotel bookings):**

More than 30 days prior to arrival - 100% deposit refund (minus local taxes and processing fees)

Within 30 days prior date of activity- – May rebook or reschedule activities without any surcharge. All rates will be maintained for up to 1 year from time of initial trip.

Within 15 days prior to arrival - 0% deposit refund

*If changes are being made to the reservation, but not a complete cancellation then in the case of hotels you have until 2 weeks prior to arrival date to make changes. These changes can include removing rooms or altering dates (depending on availability), but these changes cannot result in complete cancellation or zero refund will be provided.*

*From the moment we receive deposits on accommodations we immediately pay for the first night to the owner or establishment. In many cases, we pay in full for accommodation upfront.*

**REFUNDS:** To receive a refund for a canceled or postponed tour, contact us at [info@ycinpanama.com](mailto:info@ycinpanama.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 March 5, 2022*