

Cancellation & Refund Policy | The Floating Surf Resort

We understand that travel plans can change unexpectedly. This policy outlines our cancellation and refund terms to ensure clarity and fairness for all guests.

1. Cancellation Policy

- **Bookings canceled 60+ days before arrival:** Guests may reschedule their stay for a later date in the same calendar year, subject to availability, at no additional cost.
- **Bookings canceled within 59 days of arrival:** A cancellation fee of **50% of the total booking amount** will apply, as last-minute cancellations impact our ability to fill vacancies.
- **Bookings canceled within 14 days of arrival:** No refunds or credits will be provided.
- **Failure to make full payment at least two weeks before arrival** may result in automatic cancellation of the reservation without a refund.

2. No Refund Policy

The Floating Surf Resort **does not provide direct refunds** under any circumstances. Instead, we strongly recommend that all guests purchase **comprehensive travel insurance** to cover:

- Medical emergencies
- Travel disruptions, including flight cancellations or delays
- Unforeseen events such as severe weather, natural disasters, or political instability
- Personal reasons such as illness, injury, or work obligations

3. Refunds Through Travel Insurance

If a cancellation is due to a covered reason under your travel insurance policy, you may claim reimbursement from your insurer. We will provide documentation to support your claim, but the refund process is solely between you and your insurance provider.

4. Date Change Requests

- Guests requesting to **reschedule their stay 60+ days before arrival** may do so at no additional cost, subject to availability.
- Requests made **within 59 days of arrival** will incur a **50% rebooking fee**.
- Rescheduled bookings must be within the **same calendar year** and are subject to availability.

5. Early Departures & Unused Services

No refunds, partial refunds, or credits will be issued for:

- Guests who choose to leave early
- Unused accommodation nights or activities
- Unfavorable surf conditions, homesickness, or personal dissatisfaction

6. Force Majeure Clause

The Floating Surf Resort is **not responsible** for cancellations or disruptions caused by unforeseen events beyond our control, including but not limited to:

- Natural disasters (earthquakes, tsunamis, severe storms)
- Pandemics, epidemics, or government travel restrictions
- War, terrorism, or civil unrest
- Flight cancellations or transportation issues

In such cases, we will assist guests in rescheduling but cannot guarantee alternative dates.

7. Acceptance of Terms

By booking with The Floating Surf Resort, you acknowledge and accept this Cancellation & Refund Policy.

For any questions or concerns, please contact us directly.

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