

# Our Terms & Conditions

## Cancellation policy:

If for any reason you can no longer join one of our dolphin programs you've booked for, you can cancel or reschedule up to 24 hours in advance free of charge.

Cancellations must be approved by the Reservations Department and cannot be approved through our social media channels. The Reservations Department is available during opening hours by phone +5999 468 8900 or by [email](#). Please ensure to provide your Booking ID.

You will receive a full refund of the reservation on your credit card account. Please be advised, it can take about 5 workdays before you receive the amount on your credit card account. If you've paid in cash, you will need to come with your receipt and our cashier will refund your money in cash.

Cancellation requests within 24 hours of the Dolphin experience date/time will not receive a refund nor a rebooking transfer, unless you present us with a doctor's note.

By signing up for any of our dolphin experiences, you agree to these terms and conditions. We will do our best to accommodate your needs.