



## HIGHLIFE PANAMA S.A. CANCELATION AND REFUND POLICY

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

In order to reserve a package or service with Highlife Panama S.A., the client must proceed with the payment of a 50% deposit of the full amount. 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 of 50% within a minimum of 24 hours prior to departure date.

If you are not at the designated meeting point at the arranged time of your activity or service, Highlife Panama 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.

### **CANCELATIONS AND REFUNDS:**

It is important that before you book with Highlife Panama 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:

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

Within 30 days prior departure – 75% deposit refund

Within 15 days prior to departure - 50% deposit refund

Within 24 hours prior departure – zero refund: full payment now due

Occasionally services are canceled or postponed by Highlife Panama 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 Highlife Panama S.A., 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, contact us at [jeff@highlifepanama.com](mailto:jeff@highlifepanama.com) and write "refund" in the subject line. Instructions will be provided in order to obtain your refund.