

Terms and Conditions

Welcome to *Coral Gaze*! By booking a trip or using our services, you agree to abide by the following terms and conditions. Please read them carefully:

1. **Booking Confirmation:**

- Bookings are confirmed upon receipt of full payment.
- Guests must provide a valid booking confirmation (e.g., email receipt or booking ID) at check-in.

2. **Check-In and Boarding:**

- Guests are required to arrive at the departure location at least 15 minutes before the scheduled trip time. Late arrivals may result in cancellation of your booking without a refund.
- Boarding gates will close 5 minutes before the scheduled trip departure.

3. **Trip Schedule and Delays:**

- We strive to adhere to the published trip schedule. However, trips may be delayed or rescheduled due to adverse weather, technical issues, or other unforeseen circumstances.
- In such cases, guests will be notified promptly and given the option to reschedule or receive a full refund.

4. **Safety Guidelines:**

- All passengers must follow safety instructions provided by the crew, including the use of safety equipment when necessary.
- Guests exhibiting unsafe or disruptive behavior may be asked to leave the vessel without a refund.

5. **Eligibility:**

- Children under 12 years must be accompanied by an adult.
- Pregnant women, individuals with severe motion sickness, or those with certain medical conditions are advised to consult a physician before boarding.

6. **Liability:**

- *Coral Gaze* is not responsible for loss, damage, or theft of personal belongings.
- Passengers travel at their own risk. We are not liable for injuries, except those caused by proven negligence on our part.

7. **Prohibited Items:**

- Dangerous goods, illegal substances, and hazardous items are strictly prohibited onboard.

8. Right to Refuse Service:

- The management reserves the right to refuse service or access to any passenger for safety, security, or operational reasons.