



### **Deposit, Refund and Cancellation Policies:**

We are in the business of providing a luxury adventure cruise ship with an intimate travel experience operating with a maximum of 12 passengers on-board. For this reason, if you reserve with Offshore Outpost and must later cancel, it can have a significant impact on our operations. Additionally, Offshore Outpost cannot guarantee weather conditions or control acts of nature that could result in the cancellation of a trip. As such, a schedule of required passenger deposits and payments, as well as our refund and cancellation policy are noted below:

- Non-refundable \$1,500 deposit per person due within 3 business days to hold your reserved space
- Remaining balance of the trip purchase price is due 120 days in advance of the trip departure date
  - Total trip purchase price is 50% refundable up to 90 days prior to trip departure date
- At 89 days prior to the trip departure date, the full trip purchase price is non-refundable, unless we have to cancel your trip due to unforeseen circumstances (e.g. weather).
- For trips booked within 1 to 90 days of the trip departure date, full trip purchase price is due within 3 business days of booking the trip

For the reasons noted above, we *highly recommend* our passengers obtain travel insurance to protect against losses and fees in the event your travel plans change.

Trips that are canceled due to a Company decision are subject to a full refund.

Please see the “Payment Instructions and Information” appendix below for methods of payment and further information.

### **Tips for Crew**

Tips for our crew are not included in the price of the trip. Tipping is purely at the guest’s discretion and should be determined based on your satisfaction with the trip; however, guests generally tip 10% of the non-discounted trip price to reward the crew for their hard work during your trip. This is only a recommendation. Tips should be given to the Captain the form of cash or check. 100% of the tip amount is shared by our crew. We cannot accept credit cards for crew tips. Our crew generally consists of eight persons: Captain, 1<sup>st</sup> Mate, Engineer, Chef, 2 Stewards and 2 Deckhands.

### **Travel & Medical Insurance**

Guests should check their medical coverage to ensure it is adequate to cover the risks associated with an adventure cruise trip. We also highly recommend protecting your trip from unexpected events and medical emergencies through the purchase of travel, trip interruption and evacuation insurance. Prices for these types of coverages vary dependent upon the type and amount of coverage; however, medical evacuations can be very costly. While we strive to provide the safest cruising environment possible, there are inherent risks associated with adventure travel; therefore, all passengers are required to sign our **Guest Ticket Contract** prior to embarking on the trip, acknowledging the guest is aware of these risks. You should also consider insuring your luggage, as Offshore Outpost does not accept responsibility for lost, damaged or delayed personal property. As noted in our **Deposit, Refund and Cancellation Policies**, we cannot refund your trip cost with 89 days of your trip date, unless your trip is cancelled by our company for unforeseen circumstances.

Several companies offer this insurance. We have provided links to several different providers:

- [www.squaremouth.com](http://www.squaremouth.com) - Allows for comparison of policies from several different companies and an array of coverages
- [www.allianztravelinsurance.com](http://www.allianztravelinsurance.com) – Allianz Travel Insurance
- [www.generalitravelinsurance.com](http://www.generalitravelinsurance.com) – Generali Global Assistance



- [www.tripinsurance.com](http://www.tripinsurance.com) – MH Ross Travel Insurance Services
- [www.travelguard.com](http://www.travelguard.com) – Travel Guard
- [www.travelexinsurance.com](http://www.travelexinsurance.com) – Travelex Insurance Services
- [www.travelinsured.com](http://www.travelinsured.com) – Travel Insured International
- [www.travelsafe.com](http://www.travelsafe.com) – TravelSafe Insurance

All companies above (with the exception of squaremouth) are rated as Excellent by the Underwriters' AM Best Ratings and at least A rated by the Insurer's BBB Rating.

Guest health and safety is our top priority; therefore, it is essential that guests provide us with any medical problems, disabilities and/or health issues on the **Passenger Registration Form** provided after booking a trip. Our crew is certified in C.P.R. and first-aid training and the vessel is equipped with first-aid equipment and an Automated External Defibrillator ("AED"). Offshore Outpost assumes no liability regarding provision of health care and all guests should ensure their medical coverage is adequate before leaving on their trip.



**Payment Instructions and Information:**

**Check:**

Payable to:	Offshore Outpost, LLC
Memo/Note:	Please input name of guest party & trip date
Mailing address:	Offshore Outpost Expeditions 1920 McKinney Ave Dallas, TX 75201

**Wire / ACH transfer:**

Account Name / Business Name:	Offshore Outpost, LLC
Account Number:	488060364939
ABA Routing Number (wire transfer):	026009593
ACH Routing Number (ACH transfer)	111000025
Account Type:	Checking
Bank Address:	Bank of America 5646 Lemmon Ave Dallas, TX 75209

**Credit Card\*:**

Please call our office for processing at: 877-460-9757

**PayPal\*:**

Our PayPal payment site can be found at: <https://paypal.me/OffshoreOutpost>

*Please input the name of guest party & trip date in the "note" section of the payment.*

**\*Credit Card and PayPal payments are subject to a 3% processing fee**