

Cancellation Policy

Terms & Conditions



Please note, this is a reiteration of what is written on the sales page for each of our cruises, your subsequent deposit was an acceptance of Santana's Terms & Conditions.

14-Day Risk Free Policy

When you use your credit card and book through PayPal, we'll give you 14 risk-free days to think it over and clear your schedule. If you change your mind, send an email to Matt@SantanaAdventures.com within two weeks to cancel the PayPal transaction and obtain a full refund.

After Your 14-Day Risk Free Period Expires

Because full-boat charters are binding, non-cancelable, and non-refundable contracts, Santana will only enter into this charter based on your confirmed through PayPal commitment. In effect, we undertake a huge risk by guaranteeing full payment on your behalf. After entering into this obligation, we cannot afford for you to back out—for any reason. This is no different than the clear written policy that existed for all of Santana's prior chartered-ship cruises.

Santana's acceptance of your registration and non-refundable deposit for this event is subsequent to your agreement to pay the remaining balance in full. While Santana allows limited refunds on rallies and tours, Santana's cruises are non-cancelable, non-refundable, and non-transferable. When the possibility of paying yet not attending is unacceptable, Jan and I recommend Travel Guard trip insurance. For the past 20 years, hundreds of our clients have relied on Travel Guard coverage without complaint. An informative brochure will be mailed with your invoice; and further information is available online via the web address on the bottom of your invoice.

Stateroom Re-Sale Policy

Santana has willingly resold a number of fully prepaid staterooms for a fee of \$500 per person—which is waived when a vacating couple finds someone to take their place without Santana's help. When there is more than one pending resell request, those who pay-in-full earliest have their space resold first. Using this non-guaranteed method (which is grossly inferior to trip insurance) Santana has cheerfully refunded over \$250,000 in otherwise non-refundable and non-transferable cruise fares.