



Lobosonda
Madeira Whale Watching

BOOKING CONDITIONS “STENELLA”

Trips with our Rib boat “Stenella” cost 55,- € for adults and 33,- € for children up to the age of 15 years

For children / Babys under 2 years please consider the following:

- On this tour your child may have to remain seated for 2 hours
- You can't move freely on board
- Be aware of the weather conditions (we will be glad to help you on this subject)

Guests with back problems should be careful with this boat. Depending on the weather conditions, the ride can be a little rough, especially in the winter months. Our skipper is not always able to cushion the shocks.

Cancellation by the client

In case of a cancellation up to 48 hours before the tour the whole amount paid will be refunded.

In case of a cancellation within 48 hours of the tour, the total amount is due.

If a client is verifiably ill, LOBOSONDA will refund the money paid minus a handling fee of 10,- € (corresponding to the deposit). This does not apply to accompanying persons.

In any case: If the place can be sold to another person, the whole amount paid can be refunded. This is done on request of the cancelling resp. ill customer.

Cancellation by LOBOSONDA due to bad weather conditions

Should LOBOSONDA decide to cancel a tour due to bad weather conditions (this is a decision of the captain), this can be done up until the planned start of the tour. A new date is offered to the customer (rebooking). If this is not possible, the total amount paid is refunded to the client.

In case LOBOSONDA needs to transfer the money back, the transfer fees (if applicable) will be charged to the customer.

Additional conditions for reservations via email

For bookings via email, the customer needs to transfer the entire amount of 55,- € per adult and 33,-€ per child in advance.

On receipt of the payment, LOBOSONDA will send a booking confirmation/voucher with the agreed date via email to the client.

In case the customer does not attend the tour, or if LOBOSONDA needs to cancel the tour due to bad weather conditions, the above-mentioned conditions apply.