



BOOK WITH CONFIDENCE POLICY – EXISTING BOOKINGS –

First and foremost, it is Mermaid Liveboards' every intention to operate our iconic liveboard cruises from as soon as borders allow !

Over the years we have remained constant, reliable and professional through the impact of tsunamis, earthquakes, volcano eruptions and more. We truly wish to say here and now that we are strong and we will continue to weather each storm. With your continued support, we can achieve this together.

To assist our guests with existing bookings made pre March 12 2020 we have extended the following extraordinary terms and conditions for all bookings:-

Guests wishing to cancel may transfer to another date or destination or receive a price paid credit voucher. This offer is valid for any cruise through to the extended Dec 21 2023. Due to the enormity of the impact of these Covid times causing force majeure, refunds are not available.

Terms and conditions applicable for Covid affected bookings- to be read in conjunction with all other terms and conditions* as outlined in our booking policies.:

-transfers or credit vouchers are subject to our normal terms and conditions with the following additions applied to any transfers made due to the impact of the Corona virus

- date is non-transferrable once rescheduled; non transferrable to other guests; non-cancellable; subject to availability at time of reschedule; cannot be combined with any other promotion. However if any of the following affect your rebooking date then the booking may be rescheduled:-

- if you are demonstrating flu-like conditions (doctor's certificate must be provided) or a contact history which indicates possible exposure within 15 days of departure
- your country's border or Indonesia's border official government closure prevents you from travelling
- if **all flights**** to the destination have been cancelled/restricted by origin government or Indonesia
- if guests would be officially required to do a quarantine period as they had travelled into Indonesia
- guests' country has introduced a law forbidding its citizens to travel- this claim must be proven with official notification – it is not valid for “personal choice to cancel nor advice from country not to travel nor for level 3 or less advisories.”



- transfer may be used one time only for the same destination subject to availability through to December 21 2023 and no additional payment is required for the actual cruise payment – or :-

- If there is no availability for your requested date/destination then you may select another date/destination or receive a “price paid credit voucher“ for use up to and including December 21 2023

- any credit voucher may be used one time only for one cruise only as part payment or full payment of any one rebooking cruise till December 21 2023.

- If the rebooking destination is greater value than the original booking/credit voucher then the balance must be paid. There are no refunds for any unused portion of rebooking date/destination or the credit voucher nor can it be redeemed for on board costs

- * excluding standard invoice cancellations terms

- ** if flights are departing one country but the flights’ transit country impacts feasibility for return to your country, you must utilize another flight routing that’s acceptable to your country

- Mermaid Liveaboards reserves the right to schedule a maximum of four covid transfers/credit note bookings on any one date. Requests for new dates are subject to availability at time of rebooking.

- Full Boat Charter are subject to separate discussion and rebooking dates are subject to allocation of dates through to end December 21 2023 by Mermaid Liveaboards.

Revision date: July 16 2021:- The above is now applied and cancels and supersedes all previous announcements. Due to the enormity of the covid situation, and unprecedented situations as they arise, we reserve the right to modify terms and conditions as the situation dictates, without notice.