



Cancellation Policy (amended 6/1/20)

As of June 1, 2020, Sea Serpent Tours DOES NOT provide refunds to reservations that do not include cancellation protection, unless a cancellation is made by Sea Serpent Tours. In the event of unforeseen circumstances to include incimate weather, viruses, pandemics, riots, force majeure, or any other circumstances or conditions that are beyond Sea Serpent Tours control, and the schedule tour is unable to sail; Sea Serpent Tours will do our best to try and reschedule tours for a different time however; no refunds will be issued unless cancellation protection was purchased at the time the reservation was made. In order to utilize cancellation protection that was purchased at the time the reservation was made, the cancellation must be made in writing via email prior to the scheduled departure time. Cancellations made after the scheduled departure time WILL NOT be eligible for a refund. In the event of late arrivals or no-show situations, Sea Serpent Tours DOES NOT reschedule tours or refund money.

Sea Serpent Tours DOES NOT cancel tours due to rain. Please come prepared for weather conditions, as it frequently rains in Florida, and if it rains during your scheduled tour, you will likely get wet.

NOTE: Sea Serpent Tours respectfully requests for its clients to please not call Sea Serpent Tours to inquire if this policy can be overridden, as all correspondence regarding rescheduling or cancellations must be submitted via email to capt@seaserpenttours.com.