



Policies

Cancellation

- 1) Any cancellation up to 24 hours before the departure date will receive a 100% refund.
- 2) Any cancellation less than 24 hours or no show will be charged 100% (non-refundable).
- 3) If trip is cancelled due to bad weather or breakdown, a 100% refund for services will be provided.

Date change

- 1) Date changes are accepted for fee and cannot exceed 90 days. If the date change exceeds 90 days, the matter then falls under the cancellation policy.
- 2) All matters are at the discretion of the administrative office (Agents and Office Staff).

Ticket transfer

- 1) Tickets are valid for the named passenger only and are not transferable.

Damaged Luggage Policy

Makana Ferry Service is not liable for damage caused by the following:

- 1) An existing defect with the luggage or bag.
- 2) Oversized, overweight, or over-packed luggage.
- 3) Normal wear and tear during transport (e.g., minor cuts, scratches, scuffs, dents, and soiling that do not impact functionality).
- 4) Unsuitable or inadequate packing that is not able to withstand ordinary handling.