

# Maya Chan Beach Resort

## Cancellation Policy



If the ship does not dock for any reason, you will be issued a full refund. If we are in a named storm, or see that it's going to be a rainy day, our representative at the port will give you the option to come and enjoy our rainy day schedule. but if you decide to join us, then there will be no refunds. It does rain everyday in our area. Keep in mind that it may be raining at the ship, but sunny at Maya Chan. We do have a fun rainy day schedule that often includes tequila seminars, beer tasting, kayaking and snorkeling tours in the rain, and lots of other items our creative staff dreams up. You will not be bored, and you will have a chance to eat and drink items not found on your cruise ship.

### **If you just don't show up, no refunds.**

If somebody in your group gets sick while on board, please contact us at your earliest convenience. A single illness usually does not require cancellation of the entire group. Couples and families with children will have the option of joining us without the ill person. In most cases, a full refund is available.

Should you arrive at Maya Chan Beach and simply hate it, just let us know and we will send you back to the ship with a full refund, less \$10 per person transportation fee. It is unusual for this to happen, especially after doing your reasonable research of the area and what everybody has to offer, but we understand. We do not want anybody here who doesn't want to be here. It simply isn't fair to ruin everybody's day just because you are having a bad day. Keep in mind that guests cannot sit a while, have a few drinks and sample the food then decide to leave. It must be immediate. This option does not apply to group bookings.

If your ship deviates to a different day or comes later in the day, we will do our very best to accommodate everyone. We constantly monitor ships and weather, so we tend to learn quickly of any changes. If this should occur, I will update everyone with an email. We have very limited phone service, so please try to always reach us by e-mail. We never shut down, so please don't assume we are closed.

Refunds will be processed within ten days of your scheduled arrival date. We usually do it much quicker, but often we are traveling and everybody knows how limited the cruise ship wifi can be. All refunds are sent through Paypal. Please keep in mind that we do not, at any time, have your credit card information so we cannot select which card the credit goes back to. It will always go to the card through which payment was made. If you made payment with some kind of a gift card or debit card, you may not be able to receive a refund automatically. If one person paid for the whole group, that person will receive the whole refund. If you paid a small deposit, then made a final payment closer to the time of your visit, you may receive two different refunds. Paypal will charge a fee when we refund money received more than 60 days out. For this reason, I will often refund a final payment, which will not require a Paypal fee, then return the deposit as "Send Money". This way the amount Paypal takes will be much smaller. Also, please understand that we do not charge a fee. We do not keep any part of your money. Paypal is a business and they charge a fee. We have no banks down here, so it is a necessary evil for us. Refunds may take a while to show up on your credit card, however payment will be immediate if you have a Paypal account. In some cases we can refund using checks, however we are not always in the US to mail them out so it may take a while to get to you.