



Cancellation Policy

Cenote Deep Camp

Booking & Payment:

- A 40% deposit of the total camp price is required to secure your reservation.
- The remaining balance must be paid in full 30 days before the camp start date.

Cancellation by Client:

- Within 30 Days of Camp: If you cancel 30 days or less before the start date, the full amount paid is non-refundable.
- 31 to 60 Days Before Camp: If you cancel between 31 and 60 days before the start date, your deposit is non-refundable.
- 61 to 90 Days Before Camp: If you cancel between 61 and 90 days before the start date, a 50% refund of your deposit will be issued.
- 91 or More Days Before Camp: For cancellations made 91 or more days before the start date, a full refund of your deposit will be provided.

Cancellation by Freediving Explorations:

In the unlikely event that Freediving Explorations needs to cancel the Cenote Deep Camp due to unforeseen circumstances or insufficient participant numbers, we will provide you with a full refund or offer you the opportunity to reschedule for a later date.

The camp itinerary and specific cenotes may change due to weather, access, conditions, closures, or other circumstances beyond our control. When necessary, we will adjust the itinerary or provide a suitable alternative.

Medical Emergencies:

- While we understand that unforeseen medical issues can arise, please be aware that the cancellation policy above generally applies.
- If you must cancel due to a medical emergency, please provide appropriate documentation (e.g., doctor's note).
- We will work with you on a case-by-case basis to find a suitable solution where possible.
- We strongly recommend purchasing travel insurance that covers trip cancellation and adventure activities, including freediving.

Important Notes:

- This policy applies specifically to the Cenote Deep Camp.
- By submitting your deposit, you acknowledge and accept this cancellation policy.
- We reserve the right to modify this policy for future bookings.