



## **Payment & confirmation**

To confirm the booking an advanced deposit of 50% is required at the time of booking. The remaining balance is required 48 hours before the booked sailing date.

In case that the actual number of passengers attending the trip is less than the final count of confirmed passengers agreed in advance, Orange Tree Cruises charges the outstanding amount after deposit based on the final count of confirmed passengers agreed in advance and not on the actual number of passengers attending the trip.

Payments must be done via bank transfer. Please mention the booking name and date.

Bank account information:

Orange Tree Concepts LTD  
HSBC 652 451337 838

Acknowledgement of payment / bank in slip must be send to  
[cruises@orangetree.com.hk](mailto:cruises@orangetree.com.hk)

\*\* We are not responsible for any additional bank charges and / or transfer charges that may occur via your bank

## **Cancellation**

50% Security deposit will be returned if the booking party cancels the booking at least 4 weeks prior to the booking date. If the cancellation of the booking will take place anytime after the 4 week deadline the deposit is non-refundable.



## **Weather conditions**

The booking cannot be cancelled or rescheduled without forfeiting the payment in full if typhoon signal no. 1 – 2 is hoisted, with yellow or red rain warnings, thunderstorms and/or any other bad weather conditions.

If a tropical typhoon signal 3 or higher or the black rainstorm warning are hoisted at 7:00 am or before setting out on the day of sailing, all trips on that day will be postponed and rescheduled to another date. Orange Tree Cruises will refund 50% of the security deposit if the booking party is unable to postpone or reschedule the trip.

If a typhoon signal 3 or higher is hoisted or a Black Rainstorm Warning is issued during the trip, the Captain has the right to return to the point of pick up immediately. In accordance with the Marine Ordinance Orange Tree Cruises would like to emphasize that no compensation will be made for the remaining unused time.

## **Mechanical issues**

If there is a problem with the boat prior to departure and repair cannot be made in time, the customer will be notified as soon as is possible. We will try to supply a similar boat. If this is not possible, the customer can choose to either reschedule the trip, or have a refund of their deposit/payment.

In case a mechanical breakdown occurs during a trip, the captain of the boat shall try his best to alleviate the problem. If this is not possible after one hour, the captain will make adequate arrangements to take all passengers back to the shore.

In the event the boat has already been out for more than half of the booked time or has already reached its destination, no compensation time will be given. If compensation time is returned, it can only be used on a regular day [no special holidays], or an agreed fee with the booking party can be arranged to be returned.