

Cancellation, Refund & Operating Policy

TAI Rentals

Overview

This policy applies to all services provided by TAI Rentals, including Bicycle Rentals, Guided Bicycle Tours, Buggy Tours, and Boat Excursions. By confirming a booking, the guest and/or booking partner agrees to the terms below.

1. Cancellation by Guest or Booking Partner

More than 30 days before service date: 100% refund of the total booking value (transaction fees may apply).

Within 30 days of service date: 50% refund of the total booking value.

Same-day cancellations: No refund.

2. No-Show Policy

Failure to arrive at the agreed meeting point or departure time without prior notice will be treated as a no-show. No refunds will be issued for no-shows or late arrivals preventing service delivery.

3. Acceptance of Service & Non-Refundable Use

Once the guest has received and accepted the service or equipment and signed the delivery note or agreement, no refunds will be issued for any reason, including early return, change of mind, weather dissatisfaction, or personal circumstances.

4. Weather & Sea Conditions

Bicycle Rentals & Guided Bicycle Tours: Operate in most weather conditions. Light rain does not qualify for refunds. Extreme conditions may result in rescheduling or refund at management discretion.

Buggy Tours & Boat Excursions: If cancelled by TAI Rentals due to unsafe conditions, guests may reschedule or receive a full refund.

5. Equipment Responsibility, Damages & Loss

Guests are fully responsible for rented equipment. Any loss, theft, damage, misuse, or negligence will be charged accordingly. Early termination due to damage does not qualify for a refund.

6. Safety, Conduct & Right to Refuse Service

TAI Rentals reserves the right to refuse or terminate service without refund if guests act unsafely, are under the influence, or disregard instructions.

7. Amendments & Rescheduling

Requests for changes are subject to availability and approval. Original cancellation terms remain applicable.

8. Force Majeure

TAI Rentals is not liable for disruptions caused by events beyond reasonable control such as severe weather, government restrictions, or natural disasters.

9. Refund Processing

Approved refunds will be processed to the original payment method. Processing times depend on financial institutions. Transaction fees are non-refundable.

10. Policy Acceptance

Confirmation of booking constitutes acceptance of this policy.