



NAUTIVENT
PORTUGAL

BOOKING AND CANCELLATION POLICY

Booking confirmations, payments and refunds

This document explains how NAUTIVENT confirms bookings, handles deposits and remaining payments, and applies cancellation and refund rules for private experiences.

Last updated: 22 April 2026

1 Company Details

This Booking and Cancellation Policy applies to bookings and experiences operated under the NAUTIVENT brand.

Company	NAUTIVENT - Turismo de Aventura, Lda.
Tax / company no.	506883094
Tourism registration	RNATT no. 1144/2024
Legal address	Rua 20, 16, 1800-360 Lisboa, Portugal
Email	booking@nautivent.pt
Phone	+351 939 380 944

2 How Bookings Are Requested

Clients may request a booking through the NAUTIVENT website, by email, by phone, through social media, or through any other contact method made available by NAUTIVENT.

A booking request should include the preferred date and time, the requested experience, and any relevant experience details such as group size, itinerary preferences, special requests, or other information needed to prepare the proposal.

A booking request is not, by itself, a confirmed booking. Dates and times remain subject to availability until NAUTIVENT confirms the booking after receipt of the required deposit.

3 Deposit And Booking Confirmation

To secure a booking, the client must pay a deposit of EUR 100. This deposit locks in the booking date and time once accepted by NAUTIVENT.

The booking is only confirmed when the EUR 100 deposit has been received by NAUTIVENT. Until that payment is received, NAUTIVENT may offer the same date or time to another client.

The EUR 100 deposit forms part of the total price of the experience. It is not an additional fee.

4 Remaining Payment

Any remaining balance after the EUR 100 deposit must be paid anytime before the scheduled experience.

NAUTIVENT may refuse to start the experience if the full amount due has not been paid before the experience begins, unless NAUTIVENT has expressly agreed otherwise in writing.

5 Client Cancellation

If the client cancels a confirmed booking, NAUTIVENT will refund all amounts paid by the client except for the EUR 100 deposit.

The EUR 100 deposit is non-refundable in case of cancellation by the client, because it is used to reserve the date and time, manage booking administration, and block availability for that experience.

6 Cancellation By NAUTIVENT

NAUTIVENT may cancel a booking or experience where necessary, including because of bad weather conditions, sea conditions, safety concerns, operational issues, technical issues, force majeure, or any other reason that NAUTIVENT reasonably considers to make the experience unsafe, impractical, unavailable, or unsuitable.

If NAUTIVENT cancels the booking or experience, the client will receive a full refund of all amounts paid, including the EUR 100 deposit.

7 Weather And Safety Decisions

Weather and sea conditions can change quickly. Decisions about whether an experience can safely take place are made by NAUTIVENT at its discretion, taking into account safety, operational feasibility, weather forecasts, sea state, official warnings, vessel availability and crew assessment.

If NAUTIVENT determines that conditions are not suitable, the cancellation will be treated as a cancellation by NAUTIVENT and the client will receive a full refund of all amounts paid.

8 Refund Method And Timing

Refunds will normally be made using the same payment method originally used by the client, unless NAUTIVENT and the client agree otherwise.

Refund timing may depend on the payment method, bank processing times, payment provider processing times, weekends, holidays, and any information needed from the client to complete the refund.

9 Changes To Bookings

Requests to change a booking date, time, experience or other booking details are subject to NAUTIVENT's availability and confirmation.

If NAUTIVENT accepts a requested change, the existing payment and deposit may be applied to the updated booking. If NAUTIVENT cannot accept the requested change and the client chooses not to proceed with the original confirmed booking, the client cancellation rules in Section 5 apply.

10 No-Show Or Late Arrival

If the client does not attend the scheduled experience, or arrives too late for the experience to proceed as planned, this may be treated as a client cancellation.

If the client gives notice that they will not attend, or gives notice that they will arrive too late for the experience to proceed as planned, NAUTIVENT will refund all amounts paid except for the EUR 100 deposit.

If the client arrives late but still wishes to proceed with a shorter experience, NAUTIVENT may, subject to crew availability, vessel availability, safety conditions and operational feasibility, agree to depart for a shortened experience. In that case, the client remains responsible for paying the full amount of the originally booked experience and is not entitled to any price reduction, refund, compensation or extension of the experience time.

If the client does not give any notice and does not attend the experience, or arrives too late for the experience to proceed as planned, NAUTIVENT reserves the right to retain the amounts already paid by the client.

If the client presents a valid reason for not attending and for not giving notice, NAUTIVENT may review the situation and may refund any amount paid except for the EUR 100 deposit.

11 Changes To This Policy

NAUTIVENT may update this Booking and Cancellation Policy from time to time. The updated version will be identified by the "Last updated" date. The policy applicable to a booking is the version communicated or made available at the time the booking is confirmed, unless otherwise required by law.



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