

Cancellation Policy

At Siska Sailing, we understand that plans can change. Please read our cancellation policy carefully, as all booking changes and cancellations are subject to the following terms.

We strongly recommend that all guests purchase comprehensive travel insurance to protect against unexpected cancellations, travel disruptions, illness or other unforeseen circumstances. Please note that personal circumstances, including illness or COVID-19, do not exempt guests from this cancellation policy.

Overnight Tours (2 Days / 1 Night)

If you cancel your booking:

- More than 30 days before departure – Full refund.
- Between 14 and 30 days before departure – 50% of the total booking value will be forfeited.
- Within 14 days of departure or in the event of a no-show – 100% of the booking value will be forfeited.

Guests are responsible for arriving at the designated check-in location on time. Failure to check in by the advised check-in time or failure to board the vessel for any reason will be treated as a no-show, and no refund or credit will be provided.

Private Charters

- A booking is confirmed upon receipt of the required 20% deposit.
- The remaining balance must be paid in full no later than 30 days before departure.

If you cancel your private charter:

- More than 60 days before departure – Full refund of payments made.
- Between 30 and 60 days before departure – Deposit forfeited.
- Within 30 days of departure – 100% of the charter fee will be forfeited.

Changes by Siska Sailing

Safety is our highest priority. Siska Sailing reserves the right to alter itineraries, substitute vessels, delay departures or cancel a trip due to weather conditions, sea conditions, mechanical issues, government directives or any other circumstances beyond our reasonable control.

The Whitsunday Islands are a natural environment, and weather and sea conditions can change rapidly. The skipper has absolute discretion to modify the itinerary, destinations, departure times or onboard activities at any time in the interest of passenger safety and the safe operation of the vessel. Such changes do not constitute grounds for a refund, compensation or cancellation without penalty.

If Siska Sailing cancels a departure before or on the scheduled departure date, guests will be offered the choice of an alternative departure date (subject to availability) or a full refund of the amount paid. Siska Sailing is not responsible for any additional expenses incurred, including flights, accommodation, transfers, travel insurance excesses or any other travel-related costs.

If you think your travel plans may be affected, please contact us as early as possible. The earlier we know, the more options we may be able to assist with.