

Cancellation & Booking Policy

1. Overview

This policy applies to all bookings made with Swilly Boat Tours for scheduled and private tours on Lough Swilly, Co. Donegal. By making a booking with us, you agree to the terms set out below.

2. Scheduled Tour Cancellations — By Customer

The following cancellation terms apply to individual seats booked on our scheduled daily departures:

Notice Given	Refund	Alternative Option
More than 7 days	Full refund	Change of date available
4 – 7 days	50% refund	Change of date available
3 days or less	No refund	Change of date available
No show	No refund	No credit issued

3. Private Charter Cancellations — By Customer

The following cancellation terms apply to private and group charter bookings:

Notice Given	Refund	Alternative Option
More than 7 days	Full refund	Change of date available
4 – 7 days	50% refund	Change of date available
3 days or less	No refund	Change of date available
No show	No refund	No credit issued

4. Weather & Safety Cancellations — By Swilly Boat Tours

The safety of our passengers and crew is our absolute priority. Swilly Boat Tours reserves the right to cancel or curtail any trip where weather or sea conditions are deemed unsafe by the skipper.

- If we cancel a trip due to weather or safety reasons, you will receive a full refund or a free rebooking at your choice.
- The decision to cancel rests solely with the skipper and is final.
- We monitor Met Eireann and marine forecasts before every departure.
- Trips may be cancelled if wind exceeds Force 4 or sea conditions are unsuitable for passenger comfort and safety.

Please note: Poor weather on land does not necessarily mean cancellation. Conditions on Lough Swilly are assessed independently by our skipper on the day.

5. How to Cancel or Amend a Booking

To cancel or amend your booking, please contact us as early as possible using one of the following methods:

- **Phone / WhatsApp:** +353 89 988 1103 (phone or WhatsApp)
- **Email:** info@swillyboattours.com
- **Online:** www.swillyboattours.com

Cancellations are only accepted directly from the lead booker. The time and date of your cancellation request will be recorded for the purposes of this policy.

6. Refund Processing

- Refunds are processed within 5–10 working days of cancellation confirmation.
- Refunds will be returned via the original payment method.

7. Group & Private Event Bookings

For private charters, group bookings, corporate events, and special occasions, a deposit of 25% is required to secure your booking. The remaining balance is due 7 days before your tour date. Cancellation terms in Section 3 apply to the total booking value.

8. Changes to Bookings

We are happy to amend your booking date or time subject to availability. Please give as much notice as possible. We will do our best to accommodate changes at no extra charge, though peak season dates may be subject to availability.

9. Our Liability

Swilly Boat Tours is not liable for any travel, accommodation, or other costs incurred by customers as a result of a cancellation, whether due to weather, safety concerns, or other circumstances beyond our reasonable control. We strongly recommend that passengers take out appropriate travel or activity insurance.

10. Your Rights Under Irish Consumer Law

This policy is in addition to your statutory rights under Irish consumer law, including the Consumer Rights Act 2022. Nothing in this policy affects your legal rights as a consumer. If you have a complaint about any aspect of our service, please contact us directly in the first instance and we will do our best to resolve it promptly.