

Refund & Cancellation

Osprey Waterways (India) LLP operates with structural transparency [cite: 2, 4]. Our cancellation protocols are designed to manage vessel readiness while providing fair recovery options for our passengers [cite: 5, 10].

01. Passenger Cancellations

| Request Type | Timing | Refund |
|----------------------|-----------------------------------|------------|
| Standard Request | 72 Hours or more before departure | 50% |
| Short-Notice Request | Within 72 Hours of departure | 0% |

02. Operator Conditions

- **Vessel Capacity:** We require 50% minimum passenger capacity to sail. If unmet, a 100% refund or rescheduling is provided.
- **Mechanical Failure:** 100% refund is granted if the voyage is cancelled due to mechanical or operational reasons.
- **Force Majeure:** Journeys cancelled due to natural causes or government restrictions qualify for a 70% refund [cite: 23].

Processing Protocol

- Requests must be submitted via the registered email ID, mobile or WhatsApp used during booking [cite: 18].
- Refund submissions must include passenger bank details for bank transfer [cite: 17].
- Refund payments will be finalized within 7 working days from the cancellation date [cite: 19].

Essential Notices

Last-minute adjustments to the cruise schedule may occur due to weather conditions [cite: 5, 6]. Alternative transport options provided by the operator will result in a deduction of transport and food costs from the refund [cite: 21, 22].

All formal requests: info@ospreyindia.com or **+91 9073380163**