LEGAL

Refund & Cancellation Policy

How cancellations and refunds work for all tours booked through phiphitours.com. Please read it before you book.

Effective **22 June 2025** Last updated **27 October 2026**

> **Copy downloaded on 17 November 2026 at 03:07 (Thailand time)**
> This copy shows the policy as it stood on that date. The current version is always at phiphitours.com/legal/cancellations-customer. Bookings follow the version in effect when they were made.

This policy covers cancellations you make
It sets out what happens when you cancel or change your mind, for any reason. If the tour operator cancels your tour because sea or weather conditions are unsafe, you'll be offered a full refund, including the payment processing fee, or a new date. See our Weather Cancellation Policy (phiphitours.com/legal/cancellations-operator) for how those cancellations work.

1. Refund schedule

Your refund depends on how close to your travel date you cancel.

When you cancel	Refund
30 or more days before your travel date	**100% of the tour price** minus the payment processing fee
2 to 29 days before your travel date	**50% of the tour price** minus the payment processing fee
Less than 2 days before your travel date	**No refund**

Payment processing fees are deducted from all refunds (see section 7).

Rescheduled bookings are non-refundable (see section 9).

Bookings made less than 2 days before the travel date are non-refundable from the moment of purchase.

Based on the travel date, not the tour time

The refund schedule is counted in days from your **travel date only**, using the date in Thailand. For example, if your tour is on 15 June, cancel by 16 May for a full refund, or by 13 June for a 50% refund. From 14 June the booking is non-refundable, whatever time the tour starts.

2. How to cancel

The quickest way to cancel is online, from your account. Log in to your account (phiphitours.com/account), find your booking and choose **Cancel Booking**. You'll see the refund that applies before you submit, and your request is received and timestamped the moment you press the button. That date decides your refund.

Our WhatsApp team is happy to help if you get stuck, for example with logging in or finding your booking. **They cannot cancel a booking on your behalf.** A message by WhatsApp, phone or social media is not a cancellation request.

If you cannot cancel from your account, you can email cancellation@phiphitours.com with your booking reference and ask for a cancellation form. This is much slower than cancelling online. **Your cancellation is not received until we get the completed form back from you, and your refund is worked out from the date we receive it, not the date you first emailed.** Any days spent waiting for or completing the form may reduce your refund.

Cancelling online takes less than a minute

Log in, choose Cancel Booking and confirm. You'll see your refund straight away and your request counts immediately, with nothing to wait for.

3. Cancellations are final

Once a cancellation is made, it is final and the original booking is permanently voided. This includes cancellations with a partial refund or no refund. A cancelled booking cannot be reinstated or moved to another date. If you would like to travel after cancelling, you will need to make a new, separate booking at the current price, subject to availability.

4. When the policy starts

This policy applies from the moment your reservation is created.

As soon as you book, your reservation is sent to the tour operator. This happens automatically and cannot be paused or reversed. While the operator confirms your place, your booking may show as **pending** or **processing**, but your place is already being reserved.

A pending or processing booking is not a free cancellation window. Once your booking is confirmed you can cancel it from your account, and the refund schedule in section 1 applies.

5. The refund schedule applies whatever the reason

The refund schedule is the same for every cancellation, whatever the reason. **It is not waived or changed for any personal circumstances**, including but not limited to:

- Illness, injury or a medical emergency (see section 6)
- Missed, delayed or cancelled flights, ferries or other travel connections
- Being refused entry to Thailand, or being unable to get a visa, passport or other travel document
- Misunderstanding the departure point, pickup time, pickup area or tour details
- Booking the wrong tour, date, number of guests or departure location
- Not reading or not receiving your booking confirmation or tour information
- Weather forecasts or weather apps showing rain or storms, when the tour is still running (see our Weather Cancellation Policy (phiphitours.com/legal/cancellations-operator))
- Fear of the sea, seasickness, or not being able to swim
- Oversleeping, tiredness, or the effects of alcohol
- Work, family or personal emergencies, in Thailand or at home
- A travel companion cancelling, or changes to your group
- Changes to your hotel, flights or travel plans
- Changing your mind

If any part of your trip is uncertain, we strongly recommend comprehensive travel insurance, which may cover costs we cannot refund.

6. Medical emergencies, illness and injury

We understand that getting ill or hurt on holiday is upsetting, and that tourist illness is common in Thailand. However, **illness, injury and medical emergencies do not change the refund schedule** in section 1. This applies whether or not you have a doctor's note or medical certificate, and includes but is not limited to:

- Tourist illness, stomach upsets, diarrhoea or vomiting
- Food poisoning or foodborne illness
- Fever, colds, flu, COVID-19 or any other infectious illness
- Seasickness or motion sickness, or worry about it
- Heatstroke, sunburn or dehydration
- Injuries of any kind, including road, scooter, sports and swimming accidents
- Animal bites and stings, including dog bites, insect bites and jellyfish stings
- Pregnancy, or new or existing medical conditions
- Hospital stays or medical appointments
- The illness, injury or medical emergency of a travel companion or family member, in Thailand or at home

If you feel unwell before your tour, please cancel from your account as soon as possible: the earlier you cancel, the more you may get back.

We strongly recommend travel insurance

We highly recommend that all customers buy their own comprehensive travel insurance that covers trip cancellations for medical reasons and other unforeseen circumstances. Phi Phi Tours does not sell or provide travel insurance. Customers are responsible for comparing and buying their own policy.

7. Payment processing fees

A payment processing fee covers the card and payment provider charges on your booking. The exact fee is shown on the checkout page and paid at the time of booking, so you'll always know the amount before you pay. When you cancel online, the fee is also shown with your refund before you confirm.

When you cancel a booking, the payment processing fee is non-refundable and is deducted from any refund, whatever the reason for cancelling.

If the tour operator cancels your tour, for example because conditions are unsafe, we refund the full amount you paid, including the payment processing fee. See our Weather Cancellation Policy (phiphitours.com/legal/cancellations-operator).

8. Refund processing time

Approved refunds are processed within 7 to 10 business days from the date of the cancellation request, and are issued to the original payment method used for the booking.

9. Date changes

You can ask to move a confirmed booking to a new date from your account at phiphitours.com/account. **Date changes are not guaranteed.** They are offered at our discretion, and we are under no obligation to offer or agree to one. A date change is never a substitute for the refund schedule in section 1.

If we agree to a date change, these conditions apply:

- The new date must be between 2 and 29 days from the day you make the request.
- Date changes cannot be requested fewer than 5 days before the tour.
- Date changes are subject to availability. We check every request with the tour operator, and your booking keeps its original date until we confirm the change by email.
- Once your booking has been moved to a new date, it is non-refundable, whatever the new date and however far away it is.
- Each booking can be changed once. A booking that has been moved to a new date cannot be changed again.
- While a date change request is being reviewed, the booking cannot be cancelled.
- If we can't offer your requested date, your booking keeps its original date and the normal refund schedule continues to apply.

Changing your date makes your booking non-refundable

Once your date has been changed, the booking can no longer be cancelled for a refund or moved again. Please make sure the new date works for you before you request it.

10. Passenger eligibility and denied boarding

For the safety of all passengers and in accordance with our insurance coverage requirements, **certain individuals are not permitted to participate in our tours**. These restrictions are displayed on every tour page and during checkout. It is the customer's responsibility to review and comply with them before booking.

The following individuals are not covered by our insurance and cannot participate:

- Pregnant women (at any stage of pregnancy)
- Passengers over 70 years of age
- Children under 3 years of age
- Individuals with back injuries, chronic back problems, or spinal conditions
- Individuals with heart conditions, cardiovascular disease, or related medical issues

By completing your booking, you certify that all passengers in your booking meet these eligibility requirements. **If a passenger arrives for check-in and is found to violate any of these restrictions, boarding will be denied and no refund will be issued.** Age verification may be requested for passengers appearing to be over 70 years of age.

11. No-show policy

Failure to arrive at the designated departure location at the scheduled time will be considered a no-show. **For tours with hotel pickup**, you must be ready and waiting in the hotel lobby at the designated pickup time. If you cannot be located or contacted at the pickup location, this will be considered a no-show. All no-shows are treated the same as same-day cancellations and are **non-refundable under any circumstances**.

12. Departure location verification

It is the customer's responsibility to book a tour with the correct departure location for their accommodation. Tours departing from different locations (Phuket, Krabi, or Phi Phi Don) have different pricing and itineraries. **Refunds will not be provided if you book a tour from the wrong departure location.** Please check your accommodation location before booking: if you are staying in Phuket, do not book tours departing from Phi Phi Don, and vice versa.

13. Passports, visas and entry to Thailand

You are responsible for making sure every passenger in your booking holds a valid passport and any visa, permit, or other document needed to enter and remain in Thailand, and to reach the tour's departure location, on the date of the tour. Entry requirements depend on nationality and can change, so please check them with a Thai embassy or consulate, or your government's official travel advice, before you book.

Phi Phi Tours does not provide visa or immigration advice. **We are not responsible if a passenger cannot travel because of missing, invalid, expired, or refused travel documents, or because they are refused entry to Thailand, and these circumstances are not grounds for a refund.** Any cancellation for these reasons follows the refund schedule in section 1.

Please don't bring your physical passport on the tour. Instead, have a photo of your passport or government-issued ID on your phone, as tour operators may ask to see it at check-in for insurance

purposes.

14. Cancellations and refunds during or after the tour

This section explains what happens once your tour has started or finished.

a) Itinerary changes and location access

All tours list potential destinations and activities, however, **we cannot guarantee access to 100% of mentioned locations**. The islands and surrounding areas are dynamic natural environments subject to seasonal changes, weather conditions, tidal variations, wave heights, and government regulations.

Common factors affecting itineraries include Maya Bay closures by National Park authorities, high waves preventing access to Bamboo Island or outer islands, low tides restricting lagoon entry, and temporary location closures for environmental protection.

Tour itineraries may be modified at the captain's or guide's discretion for safety reasons, and no refunds will be issued for inaccessible locations or itinerary modifications. We always attempt to visit as many locations as safely possible and may offer alternative destinations when needed.

b) Wildlife and natural phenomena

While we visit locations known for wildlife sightings and natural phenomena, **we cannot guarantee sightings of any specific animals or natural events**. Monkeys, reef sharks, sea turtles, bioluminescent plankton, and other wildlife are not controlled by us and sightings cannot be promised. These are wild animals in their natural habitat, and their presence varies based on season, time of day, weather, and natural behaviour patterns.

The absence of wildlife sightings is not grounds for a refund or payment dispute.

c) Service quality complaints

We take all service quality concerns seriously and strive to provide exceptional experiences. However, **complaints about service quality will not result in refunds after the tour has been completed**. If you experience any service issues during your tour, please report them to our staff or guide immediately, while the tour is in progress, so we can address them. Issues reported after the tour cannot be remedied and will not qualify for refunds.

d) Completed tours

No refunds will be provided after you have completed your tour or activity. Once a tour has been completed and services have been rendered, the transaction is considered final and no refunds or chargebacks will be honoured.

15. Booking confirmation and acceptance

All bookings are subject to availability confirmation. By completing your booking and submitting payment, you acknowledge that you have read, understood, and agreed to this refund and cancellation policy. Your acceptance of these terms is binding and will be used as evidence in the event of any payment dispute or chargeback. We reserve the right to verify booking details (including accommodation location) before final confirmation.

16. Payment disputes and chargebacks

All cancellations and refund requests must be made through our official channels as described in this policy. Initiating a chargeback or payment dispute without first contacting us directly is considered a breach of this agreement. If you file a chargeback for a service that was provided, or for a cancellation that does not qualify for a refund under this policy, we reserve the right to pursue all available legal remedies and to provide evidence of your acceptance of this policy to payment providers and financial institutions. Fraudulent chargebacks may result in being permanently banned from making future bookings.

17. Language of this policy

This policy is written in English, and **the English version is the only legally binding version**. Any translation, whether provided by us or made with a browser or translation tool, is for convenience only. If a translation differs from the English version in any way, the English version applies.

18. Changes to this policy

Phi Phi Tours reserves the right to modify this policy at any time. Bookings made before a change remain subject to the policy in effect at the time of booking.

This policy is governed by the laws of Thailand. By completing your booking and submitting payment, you agree to be bound by these terms and conditions.

Questions about this policy? Email info@phiphitours.com.