

Booking Payment and Cancellation Policy

Effective October 1, 2026, for all new reservations • Effective January 1, 2027, for all reservations

By making a payment to Mar Hosted Trips LLC, the guest confirms that they have read and agree to this policy and any trip-specific terms shown on the invoice or trip materials.

All payments are non-refundable to the original payment method. Some payments may qualify for a one-time future-trip credit when a guest cancels.

By paying your deposit, you confirm that you will be at least 18 years old on the first day of the trip.

Booking and Deposits

- The deposit is due within 48 hours after the invoice is issued.
- A reservation is secured only after the deposit is received and confirmed by Mar Hosted Trips LLC.
- **Deposits are non-refundable and non-transferable when a guest cancels.**
- A space will be released if the deposit is not received by the stated deadline.

Installments and Payment Schedule

The number of installments and payment dates depend on the trip type, price, supplier requirements, and the date the reservation is made.

- The first installment is generally scheduled 6 to 12 months before the trip start date.
- The second installment is generally scheduled 3 to 9 months before the trip start date.
- A third installment may be scheduled 3 to 6 months before the trip start date.
- Additional installments may be scheduled to keep individual payments under \$1,000. Higher-cost trips announced far in advance may require payments more than 12 months before the trip start date.
- **Single-occupancy and suite-upgrade payments are due within 30 days of the request and are non-refundable and non-transferable.**
- Supplemental invoices for items such as Nitrox, rental equipment, transfers, taxes, government fees, fuel charges, or supplier price adjustments are generally issued 1 to 2 months before the trip start date.

A guest may request a different payment schedule by emailing clarence@marhostedtrips.com. Any exception must be approved in writing. An adjusted schedule does not change the cancellation policy.

Late Payments

Guests should email clarence@marhostedtrips.com before a due date if they need additional time. A payment is considered late when it is not received by the due date and MHT has not approved an extension in writing. MHT may release a reservation after a guest does not respond to payment reminders or make payment 14 days after the due date. If MHT releases the reservation for nonpayment, the guest-cancellation policy applies based on the date the reservation is released.

Trip Prices and Supplemental Charges

Trips may be announced one or more years in advance. Published prices are based on supplier rates, taxes, fees, exchange rates, fuel costs, and required services available when the trip is announced. If those costs change, MHT may pass through the documented increase and will notify guests in writing.

Optional and supplemental items become non-refundable and non-transferable when MHT commits or pays the amount to the supplier.

Available Payment Methods

- Zelle: marhostedtrips@gmail.com
- Credit card or ACH: through the invoice email
- Debit card: through the invoice email; Zelle or check may help avoid processing costs
- Bank wire transfer: contact MHT for instructions
- Check: available in the United States; contact MHT for instructions

Payments are requested in USD. Guests are responsible for ensuring MHT receives the full invoiced amount after bank, currency-conversion, or transfer fees. Any shortage will remain due and may be added to a later invoice.

Guest Cancellations

A guest may cancel by emailing clarence@marhostedtrips.com. The cancellation is effective on the date MHT receives written notice that the guest is cancelling.

The cancellation schedule applies regardless of the reason for cancelling, including illness, injury, work conflicts, family emergencies or flight issues. Guests should submit eligible losses to their travel insurance provider.

Cancellation deadlines are measured in calendar days from the first scheduled day of the MHT trip. Optional arrangements booked separately by the guest do not change the trip start date.

The deposit is always forfeited when a guest cancels. Any additional cancellation fee below is deducted from payments already received. Note: If the cancellation fee is higher than the amount the guest has already paid, MHT will not bill the customer for any missing fees.

Land Based Trips

Cancellation date	Cancellation fee
181 days or more	No additional cancellation fee
151 to 180 days	\$50 USD
121 to 150 days	\$100 USD
91 to 120 days	\$300 USD
61 to 90 days	\$600 USD
60 days or less	100% of all payments paid are forfeited; no future-trip credit

Liveaboard Trips

The percentage is calculated from the invoice total shown on the invoice. Note: The deposit is not included in the additional cancellation fee.

Cancellation date	Cancellation fee
271 days or more	No additional cancellation fee

Cancellation date	Cancellation fee
181 to 270 days	10% of the invoice total
121 to 180 days	25% of the invoice total
91 to 120 days	50% of the invoice total
90 days or less	100% of all payments paid are forfeited; no future-trip credit

For a trip that combines land-based and liveaboard services, the liveaboard cancellation schedule applies to the full trip package.

Future Trip Credits After a Guest Cancellation

For an original booking cancelled before the final 60-day land-based deadline or 90-day liveaboard deadline, eligible payments may be converted to a one-time MHT future-trip credit after the following amounts are deducted:

- The original deposit
- The applicable cancellation fee
- Single-occupancy or suite-upgrade payments
- Non-refundable add-ons or supplier charges
- Credit-card or debit-card processing costs

A future-trip credit has no cash value, is not refundable, and may not be sold, gifted, or transferred to another person. It is subject to availability and does not lock in the price of the cancelled trip.

The guest must apply the credit to a new reservation within two years after the cancellation date. The new trip may depart after that two-year period. A new deposit of \$50 to \$500 is required to reserve the replacement trip. The amount depends on the type of trip, price, booking date, supplier requirements, and available credit.

A guest-cancellation credit may be transferred only once. If the guest cancels the replacement trip, the previously transferred credit is forfeited. New money paid toward the replacement trip will be reviewed under the cancellation schedule for that trip, after non-transferable costs and fees are deducted.

If MHT Reschedules or Cancels a Trip

MHT rarely cancels a trip. When circumstances require a date change, MHT will normally postpone or reschedule the trip rather than cancel it.

If MHT changes the trip to a different date, all payments made by the guest remain available at their fully paid value. The guest may choose the rescheduled trip or apply the full amount paid to another available MHT trip in any future year. The guest will not be charged a cancellation fee for declining MHT's new dates.

Credits created because MHT changed the trip are separate from guest-cancellation credits and do not expire before they are applied. The guest is responsible for any price difference on the replacement trip. If the replacement trip costs less, the unused balance remains available for another MHT trip.

If MHT permanently cancels a trip without offering replacement dates, MHT will provide the guest with the option of a full future-trip credit or a refund of the amounts MHT can recover from suppliers. MHT will explain any non-recoverable supplier payment in writing.

Travel Insurance

MHT strongly encourages every guest to purchase comprehensive travel insurance with trip-cancellation and interruption coverage soon after making the first trip payment. Guests are responsible for reviewing purchase deadlines, covered reasons, exclusions, medical coverage, diving coverage, and claim requirements directly with the insurance provider. Coverage and reimbursement decisions are made by the insurer.

Training Retreats

eLearning fees are non-refundable and non-transferable once the training agency assigns the course to the guest. The course remains connected to that guest's account and cannot be reassigned by MHT. Note: Assigned eLearning courses do not expire and may be used with a future MHT LLC scuba retreat or any PADI dive center.

Removal From a Trip

MHT may decline or remove a guest before or during a trip for two or more late payments, missing required documents, failure to meet the published diving requirements, unsafe conduct, harassment, discrimination, failure to follow safety instructions, conflicts that materially affect trip operations, or repeated trip cancellations.

When practical, MHT will communicate the concern and allow the guest an opportunity to correct it. Immediate removal may occur when safety, harassment, illegal activity, or serious misconduct is involved. A removed guest is solely responsible for any resulting transportation, lodging, or other personal expenses. Refund or credit eligibility, if any, will depend on the reason for removal, timing, and non-refundable supplier commitments.

Trip Specific Terms

Destinations and suppliers have different requirements. Trip-specific terms shown on an invoice, flyer, Trip Hub, or written booking notice may supplement this policy. If a trip-specific cancellation or payment term differs from this general policy, the trip-specific written term applies.

MHT may update this policy for future reservations.

Contact

Billing email: clarence@marhostedtrips.com or billing@marhostedtrips.com

MHT WhatsApp: +1 945-304-6834

Frequently Asked Questions

Can I request a different payment schedule?

Yes. Email clarence@marhostedtrips.com before the payment is due. If approved in writing, a different schedule does not change the cancellation rules.

Why are deposits and occupancy upgrades non-transferable when I cancel?

The deposit reserves the space, and occupancy upgrades are often committed to the hotel or operator. MHT may be unable to downgrade or recover those amounts after confirmation.

Why is no credit available inside 60 days for land-based trips or 90 days for liveaboards?

By those deadlines, MHT has committed the trip funds to suppliers and has limited time to replace the guest. Guests should submit eligible losses to their travel-insurance provider. Coverage depends on the individual policy.

Why do I need a new deposit when using a credit?

The new deposit confirms the new reservation and covers new supplier commitments. The exact amount will be between \$50 and \$500 USD.

Why are card-processing costs deducted from my credit?

The payment processor charges MHT when the original card payment is made and may not return that cost after cancellation. Zelle and check may avoid processing costs.

What is a supplemental invoice?

It covers optional or additional costs confirmed closer to departure, such as Nitrox, rental equipment, transportation, taxes, required fees, or documented supplier price adjustments.

What if the policy makes me nervous?

Please ask questions before making a payment. MHT wants expectations to be clear and will work with guests who communicate before a payment becomes late. Travel insurance remains important because MHT cannot guarantee that a personal cancellation will qualify for a future-trip credit.