



RETURNS & CANCELLATIONS POLICY

REFUNDS POLICY

Single Day Passports, Annual Passports, Animal Interactions, and Tokens are nonrefundable.

Refunds and exchanges are available within 30 days of purchase for certain eligible Gift Shop items. Eligible items must be in new condition and in the original packaging.

If a refund is approved for a purchase beyond 90 days for a non cash transaction, a store credit will be issued for the value.

ADDITIONAL non-RETURNABLE ITEMS:

- Gift cards
- Gift Certificates
- Packaged Food Items

PARTIAL REFUNDS MAY BE GRANTED PER A MANAGER'S DISCRETION. THIS MIGHT APPLY TO ITEMS SUCH AS:

- Book with obvious signs of use
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after purchase

To complete your return, you need to visit the store where you purchased the item, and must present a receipt or proof of purchase and a valid ID. Please do not send items back to the manufacturer.

REFUNDS (IF APPLICABLE)

Refunds are processed in store and in the original method of payment.

If you request a refund for an online purchase, we will also notify you of the approval or rejection of your refund via email. If approved, the refund will be processed, and a credit will automatically be applied to your credit card within 7-10 days.

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact your local SeaQuest.

SALE ITEMS (IF APPLICABLE)

All “Sale” item purchases are final. Items purchased on sale are not refundable.

EXCHANGES (IF APPLICABLE)

We only replace items if they are defective or damaged. If you need to exchange it for the same item contact SeaQuest.

CANCELLATION POLICY

Scheduled bookings at SeaQuest can include, but are not limited too, birthday parties, private events, field trips, snorkel sessions, sleep with sharks, and fish spa sessions. Booked reservations and deposits are nonrefundable, however can be rescheduled if you provide more than 48 hours notice.





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