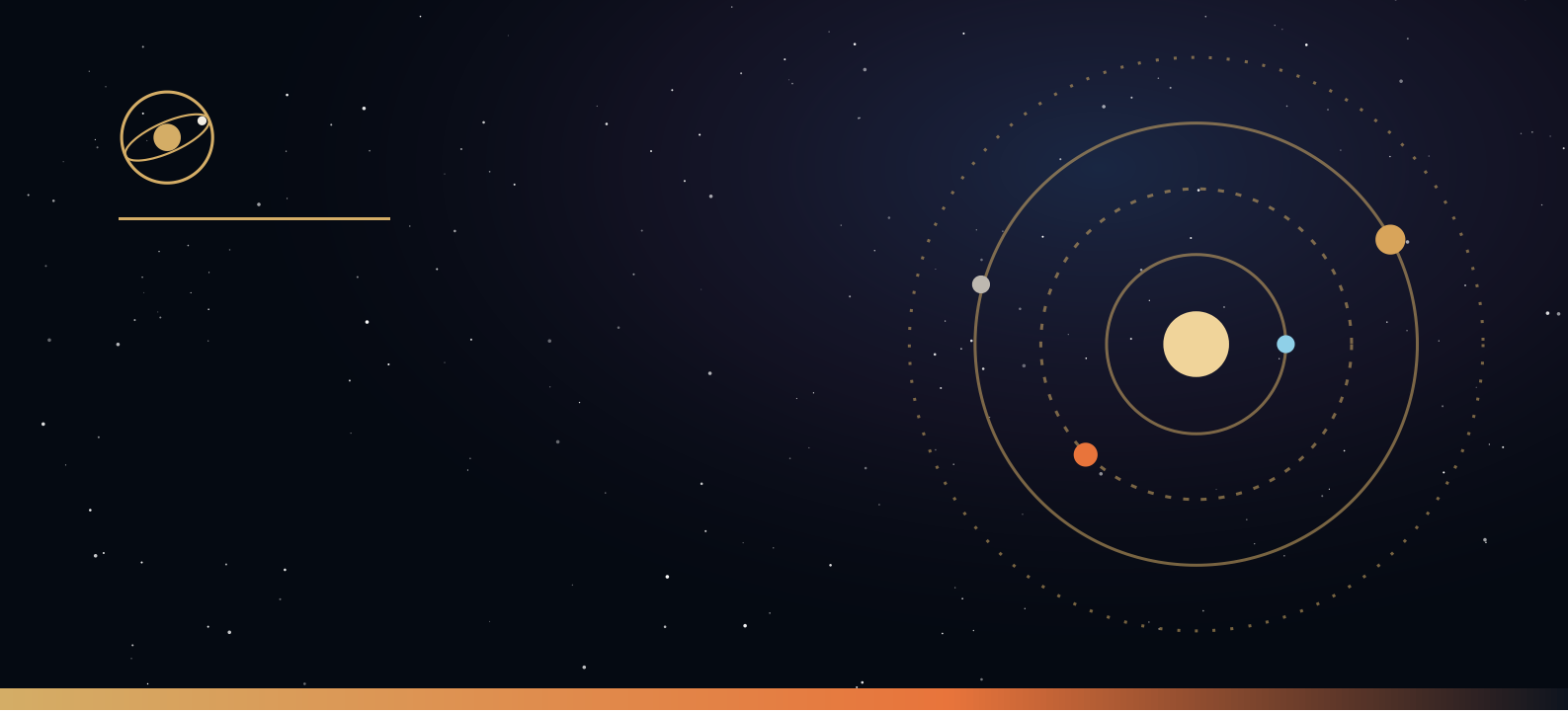


Frequently Asked Questions

Pelorus Voyages · Help centre · Last updated 2 September 2042

Booking and payment

How do I book? Choose your itinerary, departure date and cabin class in the account portal and pay the 25 percent deposit, which confirms the booking. Unpaid holds lapse after 72 hours.

When is the rest due? 50 percent 90 days before departure, and the final 25 percent 30 days before. Booking within 30 days of departure? Pay in full up front.

How can I pay? Visa, Mastercard or American Express cards, bank transfer, Orbital Credits, or approved corporate billing. Points aren't a payment method; redeem them for a voyage credit in the portal.

Can I change cabin class? Upgrades, yes, before departure and subject to availability. Downgrades, no; you would have to cancel and rebook. To pay for an upgrade with Points, do it at least seven days before the departure window opens; after that, use a card or Orbital Credits. No cash.

Do you do group bookings? Yes, for four or more passengers, through the group reservations desk. Groups of 10 or more get 5 percent off the base voyage package.

Cancellations and scrubs

Can I cancel for free? Yes, within 14 days of booking, with a full refund. Groups of eight or more on one group booking get 21 days. Cancel in writing via the portal or bookings support; verbal cancellations don't count.

And after that? The fee depends on timing: 25 percent at 30+ days before departure, 50 percent at 7 to 29 days, 75 percent from 48 hours to 6 days. Inside 48 hours, nothing is refunded.

What happens if my launch is scrubbed? A scrub is when we postpone or cancel a departure after check-in at the Earth launch terminal. Pick a full refund or a 110 percent voyage credit, valid 24 months (not convertible to Points, Credits or cash). Decide within 14 days or we refund you automatically. Don't file a normal cancellation; contact bookings support.

How long do refunds take? Cards: 5 to 10 business days. Orbital Credits: 1 to 2 business days. Other methods are listed in Section 6 of the Booking Terms and Conditions.

What if I miss a departure at a stop? The vessel won't wait. Go to the expedition coordinator at the stop; the post is staffed for four hours after departure. Standard insurance covers only a medically documented miss. Extraction Coverage covers any miss, paying charter extraction up to 2 times your package price at inner system stops and 4 times at outer system stops. It costs 8 percent (IPS) or 12 percent (ORT, GST) and must be bought before leaving Earth.

Medical and fitness

Do I need medical clearance? Yes, from a licensed physician. It's valid for 90 calendar days from sign-off and must still be valid on departure day. That's not the same as three months, so count.

Can I travel pregnant? Only if you'll be under 12 weeks on the departure date. No exceptions.

My doctor withdrew my clearance. Do I lose my money? No. You get a full refund of everything paid to us, up to the day before the departure window opens. Contact bookings support rather than cancelling.

Is there pre-voyage training? Yes, online, about six to eight hours. Finish it at least 14 days before departure or you can't board.

What's the minimum age to travel? 5 on the departure date. Under-18s travel with a parent or guardian on the same booking.

Baggage

How much can I bring? Pioneer 12 kg, Navigator 18 kg, Pathfinder 25 kg, per person, including what you wear. Excess is USD 180, 150 or 120 per kg, charged at the Earth launch terminal. See the Packing and Baggage Guide.

Do medications count? Not if they're in original pharmacy containers with a prescription or doctor's letter; the case still counts. Declare them in the portal.

Can I bring a drone? Only for the Ceres Waystation surface zone: under 500 grams, with advance notice to the Waystation Hub. Never aboard, never at heritage sites.

On board

How do I pay on board? With the berth credential you get at check-in. Charges go to your onboard account, settled by registered card or Orbital Credits. Points can't be applied to it.

Does the medical bay charge? Emergency treatment is free on every itinerary. Non-emergency care is charged.

Loyalty

I booked a Pathfinder cabin. Am I Pathfinder tier? No. Tiers and cabin classes share names but are separate. Tier comes from Points earned in the previous calendar year; Pathfinder needs 20,000+. A Pathfinder cabin does earn Points at 2 times the base rate.

How does the companion discount work? 15 percent off the lower-priced passenger's base fare. Both must hold Pathfinder loyalty tier at booking, travel on the same itinerary and departure, and link accounts. Not available on corporate bookings or with group rates.

Are Points and Credits the same? No. Points are loyalty rewards; Credits are a prepaid balance. Neither converts into the other.

Excursions

Are there age limits? Yes, checked on the day: Glass Floor Tour 8, Mars surface EVA 12, Gondola Descent and The Leap 16, Olympus Mons Caldera Rim 18.

Who can do the Caldera Rim hike? Pathfinder class only, on IPS and GST. It's in the fare, but you must pass the Olympus Fitness Test at Mars Colony 1 at least 48 hours beforehand.

How do I get on the Venus gondola? It's an add-on in every cabin class; book before departure (add-ons close 48 hours before the Earth departure window). Cabin class gives no priority; Pathfinder loyalty tier members get a 48-hour priority window. You also need a gondola cardiovascular clearance before leaving Earth.

Where do I sign The Leap waiver? At Moon Base 7 only. It can't be signed at Ceres.

