

# GENERAL CHARTER CONDITIONS

## Payment & Terms of Service

- **Reservation Deposit:** A 50% deposit of the total amount is required to secure your booking. The provider reserves the right to cancel any request if this payment is not received.
- **Final Payment:** The remaining 50% balance must be settled at least 15 days prior to the event date.
- **Non-Payment Policy:** Failure to complete the final payment will result in the cancellation of the event, and the initial deposit will be retained as cancellation compensation.
- **Security Deposit:** A security deposit of €2,000 will be authorized via credit card during the check-in process. This amount will be fully released after the charter, provided no damage has occurred to the vessel.
- **Port Access:** Access to the port via private vehicles is strictly prohibited. Guests may reach the vessel via shuttle service, private chauffeur, or on foot.
- **Footwear Policy:** For the preservation of the deck, boarding with footwear is not permitted.
- **Catering Policy:** Bringing outside food or beverages on board is strictly prohibited.
- **Sustainability Commitment:** "Save the Med Expeditions" has awarded the provider the 5-star "Plastic Free Balearics" certification. In line with our commitment to eliminate single-use plastics, plastic mats and any other disposable plastic items are strictly forbidden on board.

## Cancellation policy

- **Cancellation by the provider:** In the event of a cancellation by the provider due to technical malfunction or Force Majeure (Act of God), the total amount paid by the client will be fully refunded.
- **Weather Conditions:** Cancellations due to adverse weather conditions are at the discretion of the Captain. Please note that overcast or cloudy skies do not constitute grounds for cancellation. Whenever possible, an alternative date will be offered to the client.
- **Cancellation by the Client:** If the client choose to cancel the charter, the following cancellation fees will apply based on the total agreed price:
  - More than 30 days prior to the charter date: 25% penalty.
  - Between 15 and 30 days prior to the charter date: 50% penalty.
  - Less than 15 days prior to the charter date: 100% penalty.
- **Third-Party Services:** All external services (including catering, DJ, water sports, etc.) are subject to their own specific cancellation policies. The provider accepts no liability for the terms or refund processes of these independent providers.
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