

BOATS AND JOY SERVICES OFFERED

Boats & Joy Mallorca S.L With CIF J16654527, (hereinafter Boats & Joy) legalized by the Balearic Islands Tax Agency (ATIB) and with address C/ Omelades 2 A 2º 1ª, 07012, Palma de Mallorca, Balearic Islands, Spain, applies these conditions of service and contracting to its customers. Boats & Joy is dedicated to the management of boat rental reservations and any type of activity related to leisure and tourism, in addition to the provision of leasing and nautical charter services and manages the collection of said leases with the intention of that the customer is satisfied.

CUSTOMER:

Customer is any person of legal age, with powers to contract and be bound to accept and be bound by these conditions of the contracting service when making a reservation.

TERMS OF SERVICE / Cancellation Policy.

Prepayment of 100% of the activity at the time of booking.

Refunds of 100% of the amount are allowed if the cancellation occurs 10 days before the start of the date of the activity.

-Less than 7 days before the activity, 70% of the prepaid amount will be refunded.

-If the reservation is canceled less than 72 hours in advance, the client will receive a refund of 50% of the prepaid amount.

-If the reservation is canceled between 72 and 48 hours in advance, the client will receive a refund of 20% of the prepaid amount.

-If the reservation is canceled less than 48 hours in advance, the client will not receive any refund.

The payment of extras will be made before boarding or after extending the duration by mutual agreement.

A 25 liter gasoline tank included in the final price.

CLIENT OBLIGATIONS

All passengers accept by this contract the obligatory compliance of each and every one of the rules and conducts of behavior as well as all the security measures explained by the company's personnel, before the boarding of the crew.

The client undertakes to always offer truthful, correct and updated information on the requested data, both personal and otherwise.

The client undertakes to make payments of the amounts corresponding to the contracted services within the periods informed at the time of booking and/or contracting.

The client undertakes to make appropriate use of the services and personal property, following the instructions of the company's staff at all times.

The client undertakes to pay for all reserved services as indicated by Boats & Joy Mallorca S.L, in this contract, as well as those carried out during the journey and that were not expressly included in the original reservation, such as extra fuel, drinks, food or others. .

The client also agrees to arrive at the chosen time when making the reservation unless otherwise agreed with the company. If this obligation is not met, every 30 minutes of delay entail a penalty of €30.

After 1 hour of waiting, the activity will be canceled and the client will not obtain any refund unless the delay is due to a situation of force majeure or has the authorization of the staff of Boats & Joy Mallorca S.L.

CLAIMS AND JURISDICTION

Any claim must be made in writing and with a reliable method of receipt. To resolve any dispute about the interpretation or their own jurisdiction, clients agree to expressly submit to the jurisdiction and competence of the Spanish marine authorities and, where appropriate, to the courts and tribunals of Palma de Mallorca (Spain). These conditions are subject to Spanish law.