

SUNSAIL AND THE MOORINGS UK – BOOKING TERMS AND CONDITIONS

Please read these booking conditions carefully, they form an important part of the contract for your charter.

Key points:

You enter into a booking with us when we issue you with our confirmation invoice. If you then cancel, there will be cancellation charges. Initially this may only be a deposit, but can go up to 100%.

You can make changes to your booking in certain circumstances. We make a charge for this. We can change and cancel your booking.

We are responsible to you for providing your holiday but there are legal limits.

We are a member of ABTA and where your booking is deemed to be a package we provide protection for your money as set out in clause 2 below.

Adequate and valid travel insurance is compulsory for all travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance to suit your individual needs. We recommend you take out insurance as soon as your booking is confirmed.

Please read the full terms below for more information and for other important rights and obligations.

1. Our details

- 1.1 Your booking is with Mariner International Travel (UK) Limited t/a Sunsail and/or The Moorings with registered number at 1239190 if travelling to any of our overseas worldwide destinations, registered address at Platinum House, St Mark's Hill, Surbiton, Surrey, KT6 4BH ("**we**", "**us**", "**Company**" or "**our**").

1.2 Important Information for Yacht Charters in Greece and Italy

- 1.2.1 Please Note: For Greece Yacht Charters we act as agent for our sister company, Hellenic Sailing Holidays SA. In accordance with local Greek legal requirements, upon arrival at our Greek base you will be provided with an invoice for the yacht charter (stamped as fully paid) and you will be asked to sign a separate yacht charter agreement ("**Greece Charter Agreement**") before you will be allowed to take possession of the yacht. The Greece Charter Agreement will be between you and Hellenic Sailing Holidays SA for the charter of the yacht. Our charters in Italy are operated by our franchise partner, Sailitalia, and you will be required to sign their terms and conditions on your arrival at the relevant base ("**Italian Charter Agreement**"). No additional payment will be required from you under the Greece Charter Agreement or the Italian Charter Agreement (or the invoice in the case of Greek charters) and a copy of the Greece Charter Agreement or Italian Charter Agreement wording can be provided to you in advance of departure upon request. To the extent there is a conflict between these Terms and Conditions and the Greece Charter Agreement or the Italian Charter Agreement as they relate to you, then these terms and conditions shall prevail and supersede the provisions of the Greece Charter Agreement or Italian Charter Agreement. By asking us to confirm your booking for Greece, you agree that we are acting as agent in the booking of your Greek yacht charter and accept the provisions of this clause and agree that you will sign the Greece Charter Agreement or the Italian Charter Agreement upon arrival at the base.

2. Protecting your money

To the extent that your booking is deemed to be a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018 (the “**Regulations**”) then you will benefit from all rights under the Regulations that apply to packages. In such circumstances, we will be responsible for the proper performance of all the travel services included in the package. We provide full financial protection for our package holidays which is provided by way of a bond held by ABTA – The Travel Association, 30 Park Street, London, SE1 9EQ- www.abta.co.uk. In the event that your booking is not deemed to be a package with the meaning of the Regulations, then this clause 2 shall not apply to your booking.

3. Your holiday booking

- 3.1 A booking will exist as soon as we issue our confirmation invoice (the “**Booking Confirmation**”). This booking is made on the terms of these booking conditions. The person making the booking (the “**lead name**”) must be 18 years old or over and when you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party these booking conditions. **You hereby agree that you will bring these booking conditions to the attention of all members of your party.** We may transfer your booking to another company in our group, but this will have no effect on your holiday arrangements.
- 3.2 Whether you book alone or as a group, and save for as stated herein, we will only deal with the lead name in all subsequent correspondence, including changes, amendments and cancellations. The lead name is responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of your Booking Confirmation. Notwithstanding the foregoing, in order to ensure all guests are aware of important information regarding your booking (such as, but not limited to, charter briefings and safety information and these terms and conditions), it is a condition of your booking that you promptly inform us of the names and details of all other guests on your booking and update us immediately should any guest details change. In so doing, you must confirm that you have obtained the guests’ express permission to provide us with their contact details. We confirm their details will be used in accordance with our privacy policy which can be found at <https://www.sunsail.co.uk/choosing-sunsail/legals/privacy> or <https://www.moorings.co.uk/privacy>.
- 3.3 When you receive the Booking Confirmation and your departure documents please check the details carefully and inform us immediately if anything is incorrect. Names on travel documents must exactly match those in your passports. Unless we are responsible for the mistake, we will not accept liability if any supplier refuses boarding because the name(s) shown in your passport differ from those on your ticket. If there is an obvious error on the Booking Confirmation, we reserve the right to correct it as soon as we become aware of it, but will do this within 7 days of issuing the Booking Confirmation or, if your departure is within 7 days, no later than 24 hours before you travel. Travel documents will be sent or emailed to you (to the address given to us by the lead name at the time of booking) approximately 14 days before your departure, and will not be issued unless payment of the due balance has been received by us in full.
- 3.4 We may not be able to confirm some of our ground arrangements straight away (e.g. bespoke accommodation, tours etc.). In these instances we may issue a Booking Confirmation that will not include some of those ground arrangements. However, a contract for arrangements that have not been confirmed on the Booking Confirmation will only be made when we have sent you written confirmation that those additional arrangements have been made. If there is any change to any of the details discussed at the time of booking, before the Booking Confirmation is issued, we will notify

you promptly of any new or changed details, including a change to the total price (if any). If any detail on the Booking Confirmation is not correct tell us or your travel agent immediately.

- 3.5 For those holidays where an additional local payment is required this will be confirmed to you at the time of booking. A local payment is a portion of the holiday cost which must be paid directly to the local representative as instructed. If the price of your holiday includes a local payment this must be paid in the currency specified. Please note that your holiday price will not be considered to have been paid in full until the local payment has been made. Tourist taxes, resort fees or similar that are charged locally may be implemented or changed without prior warning. We do not accept responsibility for these costs, which must be paid by you and are not included within your holiday price.
- 3.6 Your personal safety is of paramount importance to us and therefore it is imperative that you advise us at the time of booking of any condition, medical or otherwise, that might affect your or other people's enjoyment of your holiday. This should include, but not be limited to, any special dietary requirements (including, for example, allergies) and any reduced mobility affecting you or members of your booking. Please contact us by email at yacht-charter@sunsail.co.uk (for Sunsail branded bookings) or yacht-charter@moorings.co.uk (for The Moorings branded bookings) to discuss any such requirements. We accept no responsibility for any special dietary requirements which are not notified to us in reasonable time ahead of your holiday.
- 3.7 For certain trips it is a condition of your booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Passenger Name Records (PNR) or Advanced Passenger Information, sometimes known as APIS. For the United Kingdom, it may be referred to as 'E-Borders'. The information you must provide will include, but not be limited to, full name (as shown in your passport), gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the U.S., your country of residence and the address for your first night's stay. You must provide this information between 6 months and 24 hours before departure.
- 3.8 If you opt not to make a booking which includes a skipper onboard, by making this booking you confirm that you and/or members of your crew/party are capable and competent to sail the yacht in the conditions and cruising area of your charter and in-line with port authority regulations advised at the point of sale and/or in your Booking Confirmation. As the lead name, you are responsible for ensuring you have the necessary documentation for the cruising area, which can be found here www.sunsail.co.uk/sailing-holiday/sailing-levels-explained (for Sunsail branded bookings) or www.moorings.co.uk/yacht-charter/requirements (for The Moorings branded bookings). When sailing a yacht, you are obliged to have a minimum of 2 persons on board at all times whilst the yacht is sailing, who must both be 18 years old or over, and the skipper must be in charge of the yacht at all times. Furthermore, you must appoint a first mate who must be suitably skilled to carry out the role and, at the very least, be trained and experienced to conduct a "man overboard" procedure in accordance with the standards set out at <https://www.rya.org.uk/e-news/inbrief/man-over-board-and-recovery>. For skippered charges you are still required to appoint a first mate in accordance with the previous sentence.
- 3.9 All prices we advertise are accurate as at the date published, but we reserve the right to change any of those prices from time to time in our sole discretion. In the unlikely event of an administrative error leading to an incorrect price being displayed, we reserve the right to correct it (including after a booking has been confirmed). Offers are not combinable unless expressly stated and may be withdrawn at any time. All quotations are provisional until confirmed in writing on your Booking Confirmation. Before you make a booking we will give you the up-to-date price of your chosen

holiday including the cost of any supplements, upgrades or additional facilities which you have requested.

- 3.10 When the price per person is dependent on the number of people included in the holiday booking and the number of people for the booking changes, the price will be recalculated based on the new party size and will be subject always to availability should the number of people on the booking increase and this requires a different type of yacht to be chartered. Any increase in price payable is not a cancellation charge. A separate cancellation charge will be levied in respect of bookings cancelled where there is a decrease in the price payable. A new Booking Confirmation will be issued as appropriate on which the cancellation charge will be shown.
- 3.11 Where fuel is purchased as an added extra then you will be provided with a full tank of fuel with your yacht. Please note this sum is non-refundable and no refund will be given at the end of your charter should you not use all of the fuel. Where fuel is not purchased you must return the yacht to the base with a full tank of fuel. If you do not you will be charged a premium by the Company to refill the yacht which will be calculated dependent on the location of the base.

4. Paying for Your Holiday and Insurance

- 4.1 When you make your booking you must pay a deposit of 50% of the total holiday cost. The balance of the price of your holiday must be paid at least 120 days prior to your departure date. If the deposit and/or balance is not paid in time we shall cancel your booking. A failure to pay the balance on time shall be treated as a cancellation by you in which case the cancellation charges stated in clause 7 will apply.
- 4.2 You may also be required to pay for any non-transferable and non-refundable items such as special air fares, Yacht Damage Waiver ("YDW"), entry permits and any other applicable supplements due, at the time of booking, and they may be non-refundable in the event of cancellation. Note that any YDW payments for holidays in Italy must be paid for in Euros.
- 4.3 We do not accept payment by personal or building society cheques.
- 4.4 Adequate and valid travel insurance for your chosen itinerary is compulsory for all travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance. We recommend you take out insurance as soon as your booking is confirmed. You are strongly advised to insure yourself against any possible risk that may occur and in particular to ensure that you have sufficient insurance in respect of dependent relatives and any unavoidable and extraordinary circumstances (as defined in clause 7.3).

5. Yacht Damage Waiver & Security Deposits

- 5.1 For all charters, you will be required to provide cover against accidental damage or loss to the yacht and ancillary equipment. This can be done by purchasing YDW upfront or paying a higher security deposit at the base as further detailed below.
- 5.2 In the event you or your party cause damage or loss to the yacht or its ancillary equipment (howsoever caused) or to property belonging to a third party, you will be liable for the damage up to the value of the security deposit paid at the base, except in the case of negligence as defined below.
- 5.3 If you or your party cause damage or loss to the yacht, any ancillary equipment or to property belonging to a third party and such damage or loss is caused as a result of (i) your negligence or reckless conduct and/or (ii) you straying outside of the notified destination cruising zone or any area marked as a "red-zone", which shall be notified to you in your pre-charter briefing and set out in the documentation issued to you on the day of departure, then in either case you will be liable

for the full extent of the loss suffered and our right to claim against you will not be limited or waived in any way by the payment of the security deposit or purchase of YDW. We shall deduct the amount of the security deposit or the YDW from the total loss and the balance shall then be payable by you. We shall provide you with an invoice for the total damage costs, which shall be payable by you on demand. Acts that will be considered as negligent or reckless conduct include, without limitation, sailing outside of defined sailing areas and/or hours, sailing the yacht under the influence of alcohol and/or drugs, not having sufficient crew in charge of the yacht at all times, not being in control of the yacht by means within the control of the skipper and for any other breach of these booking conditions.

- 5.4 At the time your booking is placed an e-guide will be made available to you in your booking portal which sets out, amongst other information, zones which are designated as “amber zones” or “red zones” (the “E-Guide”). You must not sail or allow the yacht to be positioned in any “red zones”, as designated on the map in the E-Guide, under any circumstances. The E-Guide contains “amber” zones whereby you must exercise extreme caution when sailing the yacht, or allowing the yacht to be positioned, in any “amber” zones. The E-Guide shall be provided to you at the time that your booking is placed and shall be made available to you during the check-in process before departure. This E-Guide can also be accessed on your mobile device and should be referred to during your vacation.
- 5.5 In addition to the acts at clause 5.3, if you or your party causes damage or loss to the yacht (howsoever caused) or to any property belonging to a third party as a result of (i) any sailing or positioning of the yacht in any “red zones” as set out in the E-Guide, and/or (ii) any failure to exercise all necessary caution when sailing in any “amber zones” as set out in the E-Guide then you will be liable for any all additional damages and losses which are incurred by the Company over and above the amount of the YDW and/or security deposit.
- 5.6 During the booking process you will be provided with the option of either purchasing YDW (see option 1 below) or paying a higher security deposit (see option 2 below) at the base. You will not be able to proceed with your booking unless you agree to one of these options. By asking us to confirm your booking you are agreeing to comply with the content of this section and make any required payment.
- 5.7 **Option 1: YDW and security deposit**
- 5.7.1 If you choose to purchase YDW this will be added to your booking at the time of booking. You will be provided with the cost of purchasing the YDW during the booking process which will be added to your overall holiday cost. This is an up-front prepayment to cover any damage to the yacht and will not be refunded to you at the conclusion of your holiday. In addition, you will be expected to pay a sum of between £500 and £3,790, depending on the size of the yacht, as a damage security deposit upon arrival at the base. The security deposit will be taken prior to embarkation and if you do not pay the security deposit we reserve the right to cancel your booking without further liability and you shall have no right to any refund and you will not be entitled to continue with the charter. This security deposit **may** be refunded to you at the conclusion of your holiday, subject to certain requirements being met.
- 5.8 **Option 2: Security deposit only**
- 5.8.1 If you choose to pay a security deposit only, and do not pay for YDW at the time of booking, you will be asked to pay a sum of between £2,250 and £9,010, depending on the size of the yacht, as a security deposit upon arrival at the base. The security deposit shall be payable in the local currency subject to the location of the base. This security deposit **may** be refunded to you at the conclusion of your holiday, subject to certain requirements being met. For further information please see clause 5.12 below. The security deposit will be

taken prior to embarkation and if you do not pay the security deposit we reserve the right to cancel your booking without further liability and you shall have no right to any refund and you will not be entitled to continue with the charter.

YDW Daily Fees and Security Deposits for Sail Boats (Monohulls & Catamarans) in all locations except Italy (see below). All security deposit payments for yacht charters in Italy must be paid for in Euros.

| YDW Option 1: Pay a daily fee in advance & reduce your security deposit at the base | | | | | |
|--|------------------------|---------------------|--|---------------------|--|
| YDW Option 2: Pay no daily fee in advance but pay a significantly higher security deposit at the Base | | | | | |
| Hull Type | Yacht Size (ft) | YDW Option 1 | Security Deposit Paid at base Option 1 | YDW Option 2 | Security Deposit Paid at base Option 2 |
| | | GBP per day | YDW 1 Currency dependent on base location | GBP per day | YDW 2 Currency dependent on base location |
| Catamaran | 30-41 | £85 | €807 or \$849 | 0 | €5,915 or \$6,230 |
| | 42-44 | £95 | €1,037 or \$1,091 | 0 | €7,600 or \$8,005 |
| | 45-49 | £100 | €1,361 or \$1,433 | 0 | €9,980 or \$10,505 |
| | 50-99* | £120 | €1,936 or \$2,038 | 0 | €14,200 or \$14,945 |
| Monohull | 30-34 | £55 | €487 or \$513 | 0 | €3,575 or \$3,760 |
| | 35-39 | £60 | €658 or \$693 | 0 | €4,830 or \$5,080 |
| | 40-49 | £65 | €800 or \$842 | 0 | €5,865 or \$6,175 |
| | 50-99 | £70 | €939 or \$989 | 0 | €6,885 or \$7,250 |
| Power | 30-41 | £85 | €822 or \$865 | 0 | €4,735 or \$4,985 |
| | 42-44 | £95 | €1,235 or \$1,300 | 0 | €7,600 or \$8,005 |
| | 45-51 | £100 | €1,361 or \$1,433 | 0 | €9,980 or \$10,505 |
| | 52-60 | £120 | €1,742 or \$1,834 | 0 | €12,775 or \$13,450 |

| Italy | | | | | |
|--|------------------------|---------------------|--|---------------------|--|
| YDW Option 1: Pay a daily fee (in Euros) in advance & reduce your security deposit at the base | | | | | |
| YDW Option 2: Pay no daily fee in advance but pay a significantly higher security deposit at the base | | | | | |
| Hull Type | Yacht Size (ft) | YDW Option 1 | Security Deposit paid in EUR at base Option 2 | YDW Option 2 | Security Deposit paid in EUR at base Option 2 |
| | | GBP per day | YDW 1 | GBP per day | YDW 2 |
| Catamaran | 30-41 | £75 | €700 | 0 | €4,075 |
| | 42-44 | £85 | €1,050 | 0 | €5,250 |
| | 45-49 | £90 | €1,050 | 0 | €6,875 |
| | 50-99 | £110 | €1,050 | | €9,775 |
| Monohull | 30-34 | £50 | €650 | 0 | €3,075 |
| | 35-39 | £55 | €1,000 | 0 | €4,150 |
| | 40-49 | £60 | €1,000 | 0 | €4,475 |
| | 50-99 | £65 | €1,000 | 0 | €5,200 |

| Australia | | | | | |
|--|--|--|--|--|--|
| YDW Option 1: Pay a daily fee in advance & reduce your security deposit at the base | | | | | |
| YDW Option 2: Pay no daily fee in advance but pay a significantly higher security deposit at the base | | | | | |

| Hull Type | Yacht Size (ft) | YDW Option 1 | Security Deposit Option 2 | YDW Option 2 | Security Deposit Option 2 |
|-----------|-----------------|--------------|---------------------------|--------------|---------------------------|
| | | GBP per day | YDW 1 | GBP per day | YDW 2 |
| Catamaran | 30-40 | £35 | \$500 | 0 | \$2,250 |
| | 41-52 | £38 | \$750 | 0 | \$3,250 |
| | 53-57 | £43 | \$1,000 | 0 | \$4,000 |
| | 58+ | £74 | \$3,790 | 0 | \$7,575 |
| Monohull | 30-34 | £26 | \$500 | 0 | \$2,250 |
| | 35-40 | £28 | \$750 | 0 | \$3,250 |
| | 41-49 | £30 | \$750 | 0 | \$3,250 |
| | 50-99 | £35 | \$750 | 0 | \$3,250 |

Under Option 1 only, should you pre-book a skipper organised by the Company or take a flotilla holiday, the security deposit collected at the base will be half of what is displayed in the grids above.

Please note: Customers who have acquired their own YDW via a third party will be required to pay the security deposit amounts listed under Option 2 upon arrival at the base.

- 5.9 The security deposit payable under Option 1 and Option 2 must be paid by credit card.
- 5.10 The security deposit paid under either Option 1 or Option 2 will be used as security for any loss or damages suffered by the Company as a result of any breach by you of these booking conditions and any damage caused to the yacht or its contents, or to any other third party's yachts or contents for which we receive a claim or suffer any loss, during the period of your arrangements. You cannot apply or deduct any portion of the damage deposit from the final balance payable for your booking.
- 5.11 **You, as the lead name, and all other passengers in your booking will be asked to sign a form before embarkation confirming that each passenger fully understands their obligations in the event of any loss or damage to the yacht, ancillary equipment or third party property. This is a condition of embarkation and no passenger will be permitted onboard unless they have signed this form.**
- 5.12 On return of the yacht to the base following the charter period and following inspection of the yacht by our base staff, if we are satisfied that there is no apparent damage to the yacht on its return from you (and we are not, at that time, of any damage to, or claim from, any third party), our base staff shall, where applicable, refund the relevant security deposit paid by you (please note that Option 1 pre-paid monies will not be refunded) to you as soon as reasonably possible.
- 5.13 In the event that we determine that accidental damage or loss was caused to the yacht and/or its contents during the period of your arrangements, or we are notified of any damage to any third party property arising from your acts or omissions during the charter, you will be liable to us for all losses and damages incurred by us up to the value of the security deposit left at the base. In the event that we determine that damage or loss was caused to the yacht and/or its contents during the period of your arrangements as a result of your negligence or reckless conduct, you will be liable to us for all losses and damages incurred by us as a result. In both instances we reserve the right to retain, where applicable, part or all of the relevant security deposit paid by you. We may use all or part of the security deposit paid by you to repair any damage caused to the yacht or its contents or to any third party during the period of your arrangements including, without limitation, the costs involved in lifting the yacht for a full inspection to assess the damage to the yacht.
- 5.14 Regardless of the circumstances, if the damage caused by you or anyone within your party renders, in the Company's opinion, the yacht no longer fit for charter use then we will withdraw the yacht and

immediately cancel your booking. In such circumstances you will not be offered a replacement yacht; alternative accommodation or any form of compensation or refund whatsoever.

- 5.15 Retention of the security deposit will not in any way limit or prejudice any claim which we may have over and above the sum of the security deposit paid by you where the loss or damage was caused or contributed to by your negligence or reckless conduct and in these circumstances you will remain liable to us for the balance of any such losses or damages incurred by us over and above the sum of the security deposit / damage deposit paid by you. In the event that the losses or damages suffered by us as a result of any breach by you of these booking conditions and any damage caused to the yacht or its contents or to any third party during the period of your arrangements is less than the security deposit paid by you, we shall refund, as relevant, part of the security deposit paid to you as soon as reasonably possible after the damage has been repaired or the repair costs have been ascertained. In the event of any disagreement over damage or loss, we shall retain the relevant security deposit paid until the matter is resolved. **Please note that if loss or damage caused by your negligence or reckless conduct is in excess of the level of the security deposit we reserve the right to pursue a claim against you for the full extent of our loss.**
- 5.16 For the avoidance of doubt, where we make any refund to you of the relevant security deposit paid by you, any YDW fees also paid by you will not be refunded.
- 5.17 Customers choosing to participate in sailing regattas will be required to pay a non-refundable race supplement in advance plus an additional damage deposit payable at the base for rigging or collision damage. This is payable by credit or debit card in addition to the relevant YDW. All customers planning to participate in a sailing regatta are required to obtain prior written consent from us. Please call the sales team for more details of the individual regattas available and the relevant terms associated to each. Please note the race supplement is a charge omitted from any discount.

6. The 4 Hour Commitment

- 6.1 Subject to the following terms, the Company shall use its reasonable endeavours to ensure that if a breakdown of essential equipment occurs during your charter, we will attend to the yacht within four working hours (of the opening hours of the relevant base reception) of notification. The following terms apply to this commitment and further information can be found <https://www.moorings.co.uk/4-hour-guarantee> or <https://www.sunsail.co.uk/choosing-sunsail/sunsail-guarantee>:
- 6.1.1 the yacht must be within a twenty mile radius of the base;
- 6.1.2 there is no guarantee at all at the Exuma base and the franchise bases in Italy, Key West, Tonga, Whitsundays and Martinique;
- 6.1.3 you must provide a detailed list of the issues at the time of the initial notification;
- 6.1.4 for any lost sailing time due to technical failing of the following essential equipment: *engine, transmission, windlass, sails, standing and running rigging, battery, and alternator* then the facts and cause shall be reviewed on a case by case basis and compensation (if any) may be provided. All compensation of this nature will be provided as a credit certificate determined by the Company (acting reasonably and in its sole discretion) for use on a future booking with the Company; and
- 6.1.5 no compensation shall ever be payable where the failure is 'un-essential' equipment which shall include, but not be limited to, the following: *cellular phone, VHF, refrigeration, stereo/cassette/CD player, auto pilot, GPS, water pressure pump, dinghy, outboard, knot*

meter, depth sounder, air conditioning, generator, and any other item which does not render the yacht inoperable.

7. If You Cancel Your Holiday

- 7.1 You, or any member of your party, may cancel your booking at any time. Written notification from the lead name or your travel agent must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay cancellation charges as follows (see also the exception below):

| Period before departure when written notice of cancellation is received by us | Cancellation charge as a % of total holiday cost (excluding any insurance premiums and any amendment fees already paid to us) |
|---|---|
| More than (and including) 91 days | Loss of deposit – 50% of total holiday cost* |
| 90 days or less | 100% of total holiday cost* |

*Notes (i) Your deposit is non-refundable, even if the cancellation charge calculated is lower than the deposit amount paid; (ii) if the reason for your cancellation is covered under the terms of your insurance policy, if you have elected to take out such insurance policy, you may be able to reclaim these charges; and (iii) certain travel arrangements may be subject to higher cancellation charges and could incur a cancellation charge of up to 100% of that part of the arrangements from the moment the booking is confirmed.

- 7.2 You can cancel your booking without paying cancellation charges if the performance of your package, is significantly affected by unavoidable and extraordinary circumstances. In such circumstances, we will arrange for your booking to be terminated and for you to receive a full refund.
- 7.3 For the purposes of these terms and conditions “unavoidable and extraordinary circumstances” are events that neither we nor the suppliers of any service(s) in question could, even with all due care, foresee or avoid and include, without limitation; war (whether actual or threatened), civil unrest, riot, strife, terrorist activity and/or its consequences or the threat of such activity, health risks, infectious disease, epidemics and pandemics and government measures to combat such outbreaks, riot, the act of any government or other national or local authority or the act of any airport, port or river authorities, unforeseeable technical problems with transport (including, but not limited to, mechanical and/or other damage or failures in your chartered yacht), airport, port or airspace closure restriction or congestion; travel restrictions imposed by any government, regulatory authority or other third party; industrial dispute, sanctions, lock closure, natural or nuclear disaster, fire, flood, adverse weather conditions, volcanic eruption, chemical or biological disaster and all similar events outside our or any concerned supplier’s control.

8. If You Change Your Booking

- 8.1 If, after our Booking Confirmation has been issued, you wish to change your booking in any way, for example your chosen departure date or yacht, we will, acting reasonably, try and make the changes provided that notification is received in writing by the lead name. Any requests shall be subject always to availability.
- 8.2 It is only possible to make changes to the date of your booking and/or the type of yacht. We are not able to make any changes to the destination of your booking once we have issued our Booking Confirmation.
- 8.3 The price of your booking may increase to reflect the changes requested by you. If the new booking cost is higher you must pay the difference to us which is specified in the new Booking Confirmation. Any change will not be confirmed until you pay that additional amount. In no

circumstances will we refund any difference if your amendment is to a cheaper booking. If you fail to pay such additional amount (including those charged by third party suppliers who provide the component parts of your booking) at the time the new Booking Confirmation is issued or 90 days before departure (if the request is more than 90 days prior to departure), then we reserve the right to cancel your booking and the cancellation charges in clause 7 shall apply.

- 8.4 Any amendment to your booking shall be subject to the following charges, timings and requirements (as well as subject to availability):

| Period before departure when written notice of amendment is received by us | Amendment Options and Consequence |
|--|---|
| 91 or more days prior to the departure date of your booking | You may make amendments, but you will be charged an administration fee of £50 plus the price difference if the new booking is more expensive. |
| 90 days or less | No changes permitted. Any change will be considered a cancellation and the cancellation terms in clause 7.1 shall apply. |

- 8.5 You can transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing at least 7 days before departure provided that the new lead passenger accepts the transfer and these booking conditions. Both you and the new traveller are responsible for paying all costs we incur in making the transfer. Please bear in mind that certain transport providers (if applicable) treat changes as a cancellation and charge accordingly, up to 100% of the cost for that part of the arrangement. Where applicable these charges will be passed on to you and you and the new traveller will be responsible for meeting these costs.
- 8.6 Please note that a maximum of one amendment is allowed to be made to your original booking. Any further amendment to the date will be treated as a cancellation and the provisions of clause 7 will apply. Please note that, notwithstanding the above, any cancellation charges due pursuant to clause 7 above will always be judged against your original departure date and not the amended date.
- 8.7 If you request to amend your original booking then, in addition to the other requirements in this clause, an amendment may only be considered if the new amended departure date is within 6 months of the original departure date. Any amendments requested which are made beyond this 6 month period shall not be accepted and shall be treated as a cancellation and the cancellation charges in clause 7 shall apply.
- 8.8 Please note that destination changes are not permitted in any circumstance. Any change in destination (whether base or country) will be treated as a cancellation. In addition, should your booking include charters from our Sailitalia partner bases then date changes will also be treated the same as a cancellation. The cancellation provisions of clause 7 will apply in such circumstances.

9. If We Cancel Your Booking

- 9.1 We reserve the right to cancel your booking. We will not cancel less than 28 days before your departure date, except for unavoidable and extraordinary circumstances (as defined in clause 7.3), or due to a failure by you to pay the final balance. In particular, our flotilla and sailing schools are dependent on a minimum number of persons booking. If that number is not achieved, we reserve the right to cancel your booking.
- 9.2 Minimum number of yachts required for a flotilla to operate is 3.

- 9.3 Minimum number of students required for a sailing school to operate is 2.
- 9.4 The time limit for cancellation for such failure to reach minimum numbers shall not be later than:
- 9.4.1 20 days before the start of the booking in the case of trips lasting more than 6 days;
- 9.4.2 7 days before the start of the booking in the case of trips lasting between 2 and 6 days; and
- 9.4.3 48 hours before the start of the booking in the case of trips lasting less than 2 days.
- 9.5 If your holiday is cancelled you can either have a refund of all monies paid or accept an alternative holiday of comparable standard from us if we offer one (we will refund any price difference if the alternative is of a lower value).
- 9.6 In the event a refund is paid to you, we will pay compensation as detailed below except where the cancellation is due to unavoidable and extraordinary circumstances (as defined in clause 7).

| Period before departure date when we notify you of a major change | Compensation payable per person* |
|--|----------------------------------|
| Before balance due date | Nil |
| Between balance due date and 29 days (inclusive) before departure date | £10.00 |
| Between 28 days and 15 days (inclusive) before departure date | £20.00 |
| Between 14 days and 8 days (inclusive) before departure date | £30.00 |
| 7 days or less before departure date | £40.00 |

- 9.7 The above table does not preclude you claiming more if you are legally entitled to do so.

10. If We Change Your Booking

10.1 Changes to the price

- 10.1.1 We can change your holiday price after you've booked, only in certain circumstances including: (i) changes in the price of the carriage of passengers resulting from changes to the cost of fuel or other power sources, (ii) the level of taxes or fees imposed by third parties including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports, or (iii) exchange rates mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 20 days of your departure date.
- 10.1.2 If any change in the price of your booking results in an increase equivalent to more than 8% of the price of your travel arrangements, you will have the option of changing to another holiday if we are able to offer one (we will refund any price difference if the alternative is of a lower value), or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel: 1) you must do so within the time period shown on your final invoice and 2) we will only provide a refund of insurance premiums paid to us if you can show that you are unable to transfer or reuse your policy.
- 10.1.3 Should the price of your holiday go down due to the cost changes mentioned above, then any refund due will be paid to you. We will deduct from this refund our administrative

expenses incurred. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

10.2 Changes other than the price

10.2.1 It is a term of your booking that we are able to make changes to any aspect of your booking. If the change is insignificant, we will ensure that you are notified about it. Examples of insignificant changes include but are not limited to changes of accommodation or yacht to another of the similar or higher standard.

10.2.2 If we are forced by unavoidable and extraordinary circumstances (as defined in clause 7) to alter significantly any of the main characteristics of the travel services that make up your package you will have the rights set out below:

10.2.2(a) We will contact you and you will have the choice of accepting the change or having a refund of all monies paid. You can also accept an alternative holiday, where we offer one (we will refund any price difference if the alternative is of a lower value). We will tell you the procedure for making your choice. Please read any notification of changes carefully and respond promptly as if you do not respond to us within the given your booking may be cancelled.

10.2.2(b) If you choose to accept a refund we will pay compensation as detailed below except where the significant change is due to unavoidable and extraordinary circumstances (as defined in clause 7). The compensation that we offer does not exclude you from claiming more if you are legally entitled to do so.

| Period before departure date when we notify you of a major change | Compensation payable per person* |
|--|----------------------------------|
| Before balance due date | Nil |
| Between balance due date and 29 days (inclusive) before departure date | £10.00 |
| Between 28 days and 15 days (inclusive) before departure date | £20.00 |
| Between 14 days and 8 days (inclusive) before departure date | £30.00 |
| 7 days or less | £40.00 |

10. If We Change Your Booking and Our Liability to You

10.1 You must inform us without undue delay of any failure to perform or improper performance of the travel services included in your booking. If any of the travel services included in your booking are not performed in accordance with these booking conditions, or are improperly performed, by us or the travel service suppliers, and this has affected the enjoyment of your travel arrangements, you may be entitled to an appropriate price reduction or compensation or both. We will not be liable where any failure to perform or improper performance of the travel services is due to:

10.1.1 any acts or omissions of you or another member of your party;

10.1.2 a third party unconnected with the provision of the travel services in the package and is unforeseeable or unavoidable;

- 10.1.3 unavoidable and extraordinary circumstances (as defined in clause 7).
 - 10.1.4 if you or another member of your party is found to have put themselves at risk, been negligent, been under the influence of alcohol or any other substances or behaved in a reckless manner; and/or
 - 10.1.5 the criminal acts of suppliers and/or their employees, sub-contractors or agents.
- 10.2 Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of three times the cost of your booking. Our liability will also be limited in accordance with and/or in an identical manner to the following:
- 10.2.1 You agree that any transport company's (or other supplier's) own 'Conditions of Carriage' will apply to you on any journey by road, rail, sea or air. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company. You can ask us or the travel agent booking your holiday to provide you with a copy of any of the 'Conditions of Carriage' applicable to your journey; and
 - 10.2.2 Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of and conditions under which compensation can be claimed for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of the extent of or the conditions under which compensation is to be paid under these or any conventions.
- 10.3 If it is impossible to ensure your return as scheduled due to unavoidable and extraordinary circumstances, we will bear the cost of any necessary accommodation, if possible of equivalent category, for a maximum of three nights. The limit doesn't apply to persons with reduced mobility and any person accompanying them, pregnant women and unaccompanied minors, or persons in need of specific medical assistance, provided that you notified us of these needs at least 48 hours before the start of your holiday.
- 10.4 Standards of, for example, safety, hygiene and quality vary throughout the transport and destinations that your holiday may involve. Sometimes these standards will be lower than those which would be expected in the UK. The suppliers of the services and facilities included in your holiday should comply with local standards where they are provided.
- 10.5 This entire clause 10 does not apply to any separate contracts that you may enter into for excursions or activities whilst on holiday for which liability rests with the excursion provider and not us.

11 Special Requests

We will consider special requests such as vegetarian meals when you book. We will tell you whether there is a charge for the request. We can only guarantee requests for which there is a charge, and those that we have confirmed by in writing. It is your responsibility to advise us of any special requirements. We cannot accept any booking which is conditional upon the fulfilment of a particular request.

12 ABTA

We are a Member of ABTA, membership number Y0732. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com or contacting ABTA at 30 Park Street London SE1 9EQ.

13. Complaints and Assistance

- 13.1 If you have a complaint about any of the services included in your holiday and/or need assistance whilst away, you must inform our local representative at the base without undue delay who will endeavour to put things right. We will provide our local representatives 24 hour contact details upon your arrival to the base.
- 13.2 If it is not resolved locally, please follow this up within 35 days of your return home by writing to our Customer Services Department at Customer Relations, Mariner International Travel (UK) Limited, Platinum House, St Marks Hill, Surbiton, Surrey, KT6 4BH or emailing us at customer.care@thlmarine.com giving your booking reference and all other relevant information. Please keep your letter concise and to the point. If you fail to follow the requirement to report your complaint at the base we will have been deprived of the opportunity to investigate and rectify it and this may affect your rights under this booking. Please also see clause 12 above on ABTA.

14. Additional assistance

If you're in difficulty whilst on holiday and ask us to help we will provide appropriate assistance, in particular by providing information on health services, local authorities and consular assistance; and helping you to find alternative arrangements and any necessary phone calls/emails. You must pay any costs we incur, if the difficulty is your fault.

15. Passport, Visa, Health, Travel and Immigration Requirements

- 15.1 Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.
- 15.2 Please note that for some trips we need to request special permits, and as such we will require your passport details prior to accepting your booking. Furthermore, if you renew your passport after you have booked, you may be required to take your old passport with you to maintain the validity of the permit.
- 15.3 We are able to advise on mandatory health requirements; however, we are not medical experts. It is your responsibility to ensure that you obtain proper and detailed medical advice at least 2 months prior to travel for the latest health requirements, recommendations for your destination and any costs. You should check this information at least 2 months before departure and again within 14 days of travel. Notwithstanding this such health requirements remain your responsibility to check and monitor at all times prior to departure and during your booking. Where you do not check and/or any requirements change and you or anyone in your party is either not allowed to enter any country, or suffer personal injury or death as a result, we have no liability to you for any cost, loss or damage which you suffer nor will we refund you the cost of any unused portion of your travel arrangements. Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should check requirements with their general practitioner.

- 15.4 When assessing whether holidays will operate we use information from our local offices in conjunction with advice from the UK Foreign, Commonwealth and Development Office (FCDO) and other relevant government bodies. It is your responsibility to acquaint yourself with the travel advice provided by these government bodies. For more information, please visit our [Travel Aware Page](#) (Sunsail branded bookings) or www.moorings.co.uk/travel-aware (The Moorings branded bookings) and the government websites at www.gov.uk/travelaware and www.gov.uk/foreign-travel-advice for your destination country.
- 15.5 Without prejudice to the above please bear in mind it is your responsibility to understand entry requirements for the destination. We are obligated to follow local laws and regulations, as are you, and such local laws and regulations may include, but not be limited to, requiring you to self-isolate on-board the yacht should you develop any symptoms of COVID-19. Please check the FCDO for particular requirements for your destination – these could change at any time and without notice. Should you be required to self-isolate on the yacht then you will be liable to us for the ongoing charter of the yacht at the same daily rate of your confirmed booking and any other costs we incur in accommodating you beyond the date of your booking.
- 16. Conduct**
- 16.1 We reserve the right to refuse to accept you as a customer or continue dealing with you if we, or another person in authority, believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive, you damage property, you upset, annoy, disturb, or put any other traveller or our staff or agents in the UK or resort in any risk or danger, on the telephone, in writing or in person.
- 16.2 If the skipper of your yacht or any of our resort or marina staff or agents believes that you could be or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your movements on board, disembark you from a vessel, or remove you from your accommodation or excursion.
- 16.3 Should you wish to have only the skipper and someone under the age of 18 then you will need the Company's express written approval. If you are a solo traveller, then please speak to the Company who can arrange for you to hire a skipper or cook as your second mate on board.
- 16.4 We cannot be held responsible for underage consumption of alcohol.
- 16.5 On board some of our yachts the Company may provide a complimentary skipper for the first 3 hours of the charter to ensure the lead name or other person expressed to be suitably qualified is competent.
- 16.6 Animals, restricted items and illegal goods will not be permitted on board. Guide dogs and other service animals may be permitted onboard but this is subject to satisfactory evidence being provided to the Company before the commencement of the holiday, payment of an additional fee and the prior written consent being obtained from the Company. In the event that the prior written consent of the Company is not obtained, we reserve the right to cancel your booking without any obligation to pay any refund or compensation.
- 16.7 Please note you are not permitted to sail/cruise on your yacht during the hours of darkness (which shall run from the start of sunset to sunrise).
- 16.8 As a result of your behaviour during any stage of your holiday including, without limitation, in any accommodation, cruise or excursion, we reserve the right to make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result, including but not limited

to (i) cleaning, repairing or replacing property lost, damaged or destroyed by you, (ii) compensating any passenger, crew, staff or agent affected by your actions and (iii) diverting the cruise for the purpose of removing you. Criminal proceedings may also be instigated.

16.9 For the purposes of this section reference to “you” or “your” includes any other person in your party.

17. Data Protection

We will use and process your data in accordance with our privacy policy which can be found here <https://www.sunsail.co.uk/choosing-sunsail/legals/privacy> (for Sunsail bookings) or <https://www.moorings.co.uk/privacy> (for The Moorings bookings).

18. Excursions

Excursions or other tours that you may choose to book or pay for whilst you are on holiday are not part of your package holiday provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

19. Your yacht accommodation

Any yacht or other accommodation we arrange for you must only be used by those people named on your Booking Confirmation or on any amended Booking Confirmation which is later issued). You are not allowed to share the yacht or let anyone else stay on board. You are responsible for the cost of any damage caused to your yacht or its contents during your stay. These charges must be met by you and may have to be paid locally. At the end of your holiday, it is your responsibility to ensure that you take any personal property with you. We will not be responsible for any property which is left behind.

20. Travel Agents

All monies you pay to any travel agent are held by the travel agent on our behalf at all times.

21. Law and jurisdiction

This booking is governed by English Law, and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you live there and wish to do so.