

TERMS &
CANCELLATION

Policy

2023



HENDRICKS[®]
YACHTING

TERMS & CANCELLATION POLICY

MINIMUM AGE

The minimum age to hire Hendricks Yachting's services is 18 years.

CURRENT PAYMENT & CANCELLATION OF SERVICE

To confirm a reservation, the customer must have paid before departure. This amount is known as the 'charter price'. In the unlikely event that the chartered boat has to be cancelled, the following refunds of the charter price will be applied:

FULL REFUND: All bookings canceled at least 30 days prior to departure

75% REFUND: All bookings canceled between 30 and 14 days prior to departure

50% REFUND: All bookings canceled between 14 days and 7 days prior to departure

25% REFUND: All bookings canceled between 7 days and 24 hours before departure time

NO REFUND: All bookings canceled within 24 hours to departure time

NOTE: In case that the meteorological conditions don't allow the charter to take place on the reserved date, the client will receive a full refund. This will be applied by wind gusts of 25 knots and above and/or rain at the time of departure. The captain also has the right to cancel the scheduled charter in case that safety cannot be assured.

CONDITIONS OF THE SERVICE

The maximum duration of the contracted service is 8 hours. The departure time is set between 10 am and 1 pm and the maximum arrival time 8 hours after the departure time, unless discussed and paid extra for. If the client arrives after the scheduled departure time, no hours will be added to the originally fixed time.

SECURITY

The website uses industry-standard information security techniques, such as firewalls, access control procedures and cryptographic mechanisms (SSL), all with the aim of preventing unauthorised access to data. To achieve these purposes, the user/customer accepts that the provider obtains data for the purpose of corresponding authentication of access controls.