

## **TERMS AND CONDITIONS**

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### **1 Provision of services**

- 1.1 The core services provided by the Company includes but is not limited to yacht chartering services within Singapore Port Limit.
- 1.2 Embarkment and disembarking point will be located at One15 Marina Sentosa
- 1.3 Guest are requested to gather at the meeting point which is located at the Cold Storage / 711 of Sentosa Cove 15 minutes before the designated departure time.

### **2 Booking Policy**

- 2.1 The reservation is done on a first-come, first-serve basis, subject to the availability of the MIKANNA.

### **3 Reservation and Payment policy**

- 3.1 A 50% deposit payment is required for the reservation of the sailing schedule.
- 3.2 The full payment must be made at least 30days before the designated sailing schedule.
- 3.3 The reservation is only confirmed upon the receipt of payment of deposit.

### **4 Cancellation policy**

- 4.1 For cancellation made 30 days before the designated sailing schedule, a full refund will be provided.
- 4.2 For cancellation made 14 days before the designated sailing schedule, a 50% refund will be provided.
- 4.3 For cancellation made less than 14 days before the designated sailing schedule, no refund will be provided.

### **5 Rescheduling policy**

- 5.1 Rescheduling must be made 14days before the designated sailing schedule.
- 5.2 Only one time of rescheduling is allowed per reservation, and it must be used within 3 months of the initial sailing schedule. Cancellation policy applies if rescheduling more than once.

### **6 No-Show Policy**

- 6.1 Arrival of one hour after the designated sailing schedule, it will be considered as no-show or cancellation, no refund will be provided and the service is considered fulfilled.

### **7 Pricing**

- 7.1 Company will publish the pricing of the services on a regular basis.
- 7.2 The company reserves the rights to change the pricing with 10days advanced notice.

