

TERMS & CONDITIONS (VALENCIA YACHTS)

Cancellation

1. Cancellations of confirmed bookings made more than 1 month prior to departure, will receive back 50% of the charter fees. For cancellations made less than 30 days prior to departure, no refund of the deposit will be made.
2. Any external vendors such as teambuilding, catering, wedding planners etc. once booked and paid for will not be refunded, unless stated otherwise.
3. Any extra crew, once booked and paid for will not be refunded unless stated otherwise
4. Valencia Yachts is entitled to cancel this Agreement should the Charterer fail to meet his/her payment deadlines. In this event, the Charterer shall have no further rights or claims for compensation.
5. For cancellations, Valencia Yachts will issue the charterer a full reversal of the charter amount, but re-charge the applicable cancellation amount into the Charterer's account or do a refund back to the credit card.

Rescheduling

1. Rescheduling due to adverse weather as concurred by the Captain is free of charge. The Charterer have to be present onboard with the Captain to ascertain the weather and water conditions whether it's suitable to sail in the event of bad weather. If the charterer does not show up on the day of charter, it's considered a no-show and will be an immediate forfeiture.
2. The first rescheduling due to adverse weather is provided free of charge, only if it's more than 14 days make known prior to the charter date, subject to availability. Subsequent rescheduling will incur a 50% charge of the charter fee and must be made more than 14 days prior to the charter date.
3. Rescheduling/postponement will incur a 50% charge of the charter fee if it's other reasons besides adverse weather unless otherwise stated.
4. If you want to reschedule your charter from a weekend slot to a weekday slot, we wouldn't be able to provide a refund on the difference of the charter fee.
5. Validity for the reschedule booking must take place within 3 months from the first original booking date unless otherwise stated. After 3 months, no refund will be provided and charter will be taken as a new request.
6. If you want to reschedule your charter from a weekday slot to a weekend slot, you will need to top up the difference in Charter fee.
7. All the above stated is subject to charter slots availability.

Zero Tolerance Policy, Treatment of Crew & Excessive Drinking

We aim to deliver a quality cruise to all our customers. Sometimes, especially on a yacht, things can malfunction or go wrong. In the event of these unpredictable technical issues occurs if it doesn't affect the cruising of the charter, there will be NO REFUND or DISCOUNT. The crew will do their utmost in rectifying such issues whilst on the cruise. The crew is there to help, and we ask at all times that you respect them as professionals.

Valencia Yachts Private Limited maintains a zero-tolerance policy, where at no such time, will we allow the crew to be treated in an unfair manner or verbally abused. In cases like this, the discretion is with the Captain to advise you of the policy and if such behaviour still exists, the charter will be terminated and no refund offered.

Whilst we have not set policy on the amount of alcohol that can be brought on board, or the amount that is consume, we do advise that any drunken behaviour on the vessel that endanger lives and the put vessel at risk, the Captain has the right to terminate the charter at any point in time, if he feels, that he has tried to reason with the passenger(s) that have consumed too much alcohol and evaluates the conditions to be "unsafe" to continue the charter.

Strictly no smoking on board the yacht for safety reasons and no jumping and swimming in the Marina. Swimming in the Marina is strictly prohibited and you may be escorted off the premises immediately by the Marina Security or relevant authorities may be called in.

Please note, that any acts of violent nature or drunkenness to the point that can endanger lives will be notified to the Dock master of the related Marina. On berthing the vessel, the Marina personnel will greet you and escort you off the vessel and premises. Any damages caused can result in notification to the required authorities and may render you fully responsible for all damages during the charter & on premises including any loss or damage to property (either breakage or dropped into sea).