



BOOKING TERMS & CONDITIONS

In paying the charter booking deposit, the client is deemed to have read and accepted the following terms and conditions, which form the agreement between Bonnie Lass Charters and the client.

When making the booking, the client guarantees that they have the authority to represent and accept the terms of these booking conditions on behalf of their charter group.

Charter includes:

- Rental of the boat(s) with captain, as described during the time of booking.
- Snacks/food provided on board, as described at the time of booking.

Please advise us of any relevant medical conditions, allergies or specific dietary requirements in advance.

- A selection of drinks (in reasonable consumption) including water, soft drinks, wine and beer. The client should request any specific preferences in advance.
- Fuel (unless otherwise stated).
- Dinghy and outboard engine (crew use only, unless otherwise stated).
- Snorkelling gear, assorted sizes. Clients are welcome bring their own equipment aboard.

Please note, Bonnie Lass Charters will not be held accountable for loss or damage of any personal possessions.

- All emergency safety gear as required under MCA coding requirements including, but not restricted to, lifejackets and general first aid kit.
- General cleaning of the boat after the charter.
- Third party insurance and liability

Charter does not include:

- Restaurant bills
- Tips
- Hotel transfers (the client is welcome to contact the office for advice on local transport & private transfers options)

Payment Policy

On all charters, Bonnie Lass Charters require a 50% deposit to confirm the booking.

The 50% deposit payment is payable via bank transfer, card payment or PayPal (all PayPal transactions carry a 5% surcharge).

The balance is to be paid at the Bonnie Lass Charters office, in cash or by card on the day of the charter.

Pricing

Prices are subject to change at any time until the 50% deposit payment has been received by Bonnie Lass Charters. Prior to booking confirmation, Bonnie Lass Charters reserve the right to correct any pricing errors or omissions published by any agent or third-party representing Bonnie Lass Charters that are outdated or obsolete.

If the client wishes to make changes to the booking after confirmation, Bonnie Lass Charters will endeavour to make the necessary arrangements wherever possible (for example, change of restaurant choice, catering options on board, additional number of guests in group, and so forth).

Invoicing & Identification

For tax declaration purposes, all yacht charter companies in Spain must present a Charter Contract for each paying client group chartering the vessel.

The representative of the booking party is required to provide Bonnie Lass Charters with an identification number for the Charter Contract (passport or driving licences are accepted). At Bonnie Lass Charters, we value your privacy and no personal information will be shared with any third party other than under legal obligation.

Please request our Privacy Policy for full details.

Refund Policy

Cancellation by the client

If the client cancels the charter or part of the charter, the following refunds will apply to the 50% deposit payment:

Time of cancellation	Amount of the charter refunded
More than 60 days before the first day of charter (with notice in writing)	100% of the 50% deposit payment
Less than 60 days before the first day of charter	0% of the 50% deposit payment
"No-show" on day of charter	0% of the 50% deposit payment

If the client has to cancel the charter due to extenuating circumstances, they can state their case by email (all correspondence to: info@bonnielasscharters.com) and we will do everything we can to offer a fair solution for both parties.

In the event of unfair refusal to pay the outstanding balance prior to the charter, Bonnie Lass Charters reserves the right to cancel the charter, without refund of the deposit.

We regret Bonnie Lass Charters cannot be held responsible if the client is unable to attend or complete the charter on the agreed date due to delays or changes in their schedule caused by other land, air or sea carriers.

Refund Policy

Cancellation by Bonnie Lass Charters

Adverse Weather Conditions:

In the event of foul weather or dangerous sea conditions, as determined by the captain, Bonnie Lass Charters first course of action will be to offer an alternative day for the charter. If this option is not viable due to the client's personal schedule, availability of boats or continuing bad weather conditions, Bonnie Lass Charters will issue a full refund of the 50% deposit payment.

Mechanical Failure:

In the unlikely event of any mechanical failure rendering the boat unfit for purpose, Bonnie Lass Charters will issue a full refund of the 50% deposit payment.

Client Safety

Our client safety is of paramount importance at Bonnie Lass Charters. All our vessels are fully insured and operate in compliance with MCA safety coding. All our captains are fully qualified with commercially endorsed licences and have a minimum of 5 years' experience.

In the interests of safety, Bonnie Lass Charters request clients are in accordance with the following points:

- A 5-minute safety briefing will be given on board before departure in accordance with MCA coding regulations.
- Children must be supervised at all times. Lifejackets for all ages are provided on board.

Please advise us of sizes/ages prior to your charter so we can ensure we have the correctly fitted lifejackets for minors in your group.

Bonnie Lass Charters reserve the right to not serve alcohol to any client who appears, at the captain's absolute discretion, to be excessively inebriated while on board.

Bonnie Lass Charters reserve the right to terminate the charter of any client who, at the captain's absolute discretion, displays inappropriate, disruptive or disorderly behaviour and/or refuses to comply with the safety instructions of the yacht captain; also any client whose behaviour is

likely to cause distress, damage, danger or annoyance to other clients, to crew, or to property. In this event, cancellation charges will apply in accordance with cancellation charges above.

Complaint Procedure

We greatly value feedback and always aim to provide our clients with the best yacht charter experience possible. However, should a problem occur, we would ask the client to report it to Bonnie Lass Charters as soon as possible, or to the captain, who will try to resolve any issue on the spot. This action gives us the opportunity to investigate and rectify any concerns at source. Please contact us if you require an Hojas de Reclamaciones (Spanish Customer Complaint Form).

Bonnie Lass Charters SL
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