



RESERVATIONS

Day Charter Ibiza will confirm all bookings in writing along with the following documents:

1) Reservation Document, which includes

- Ship's owner data
- Agency Data
- Price and discounts
- Agency Commission
- Payment Terms and Bank account
- Documents and data required for the contract
- Technical sheet of the vessel

THE AGENCY

The The agency is required to transfer the amount indicated in the Reservation Document to the Day Charter Ibiza bank account within the specifid period, and submit the documentation requested in the Reservation Document at least 20 days before embarkation:

- Contract Holder ID (scanned or faxed)
- Address, phone and email contact
- Crew List (Name, Surname, date of birth, ID number) of all passengers
- Customer arrival times to Ibiza
- Transfer documentation

In case Day Charter Ibiza does not receive the documents or required payments on time, we reserve the right to cancel the reservation for failing to comply with the requirements.

PAYMENT CONDITIONS

50% of the total amount within 5 days after reservation is confirmed

50%, within 20 days prior to embarkation

Extras, Comfort Pack and A.P.A.: Cash on boarding

DEPOSITS

The customer is requested to pay the deposit in cash, cheque or credit card. In case of loss or damage of the vessel or its components, Day Charter Ibiza, the day of landing may:

- Withhold the value of the damages or loss from the deposit
- Retain the deposit until the amount of damages or losses are assessed

CHECK IN / CHECK OUT

Embarkation and disembarkation schedule (Check-in / Check-out):

Embarkations, Saturday at 17.00

Disembarkations, Saturday at 08.30 hours

Please inform your customers that embarkations run on a strict schedule.

To avoid waiting times, we advise clients to plan their arrival in Ibiza. If the boat should be ready to be delivered before the scheduled time, Day Charter Ibiza will contact customers to notify them that the embarkation (check-in) may be done earlier.



MOORINGS

Rental price does not include the cost of mooring the day of embarkation and disembarkation. In case of availability of a mooring the days of embarkment/disembarkment and that the client agrees to cover its cost, Day Charter Ibiza will reserve it and withhold the amount from the A.P.A. By following the port authorities instructions, the customer will have to leave the mooring the next day to embarkation before 8.30 AM.

In case no mooring is available or that the customer does not agree in covering its cost ,Day Charter Ibiza will embark the guests with a motor boat (no dinghy).

CANCELLATIONS

Once a reservation is formalized on behalf of a client, it will be considered a firm reservation and if the client should renounce to the charter, all payments made will be lost.. In the event that the agency could provide an alternative customer, only a 5% cancellation fee will be charged.

COMPLAINTS

All potential complaints made by a client will be recorded on Day Charter Ibiza base. The management will reach a decision and will provide a written response to all complaints within 7 days of its submission.

ACCEPTANCE OF VESSEL

During the boarding process, the client may request information about the ship and its utilization peculiarities. Once embarkation is finished, the customer should check out the use of all the elements of the boat, equipment, auxiliary, etc and shall report the same day all doubts or possible failure of the ship or its extra items. This way, day Charter Ibiza can repair any possible failure or replace any missing item before departure.

Once the boarding process is accomplished and the customer accepts that all equipment on the boat is working properly he accepts it in perfect condition declining any right to make a complaint from that time.