

COULD CELEBRATE THE CONTRACTED ACTIVITY, OR THE RENTAL:

MALLORCA BOAT EXPERIENCE WILL DO ITS UTMOST TO FIND AN ALTERNATIVE DATE AVAILABLE AS LONG AS THIS IS COMMUNICATED 15 DAYS AVAILABLE AS LONG AS IT IS COMMUNICATED 15 DAYS PRIOR TO THE DATE OF THE BOOKING IN WRITING TO .

IN WRITING TO INFO@MALLORCABOATEXPERIENCE.COM. IN THE EVENT OF SUCH A CHANGE

LESS THAN 10 DAYS IN ADVANCE, THE CLIENT WILL FORFEIT ALL MONIES PAID BY HIM/HER.

PAID

IN THE CASE OF CANCELLATION OF THE RESERVATION DUE TO THE IMPOSSIBILITY OF FINDING A CHANGE OF DATE THAT DATE THAT ADAPTS TO THE CLIENT'S NEEDS AND TO THE AVAILABILITY OF MALLORCA BOAT EXPERIENCE, THE CLIENT WILL LOSE ALL THE EXPERIENCE, THE CLIENT WILL LOSE THE TOTAL AMOUNT PAID, UNLESS THE CANCELLATION IS MADE MORE THAN 30 DAYS BEFORE THE DATE OF THE CANCELLATION IS MORE THAN 30 DAYS PRIOR TO THE DATE OF THE BOOKING IN WRITING TO

INFO@MALLORCABOATEXPERIENCE.COM, IN WHICH CASE THE REFUND WILL BE OF THE TOTAL AMOUNT PAID BY THE CLIENT.

THE TOTAL AMOUNT PAID BY THE CLIENT, MINUS ANY POSSIBLE REFUND COSTS DERIVED FROM BANK TRANSFERS, WITHIN THE BANK TRANSFERS, WITHIN 48 WORKING DAYS BY BANK TRANSFER TO THE ACCOUNT INDICATED BY THE CLIENT

3. CANCELLATION POLICY OF MALLORCA BOAT EXPERIENCE

RARELY THE BOAT MAY SUFFER A TECHNICAL PROBLEM AND NOT BE AVAILABLE FOR THE DATES BOOKED.

THE DATES BOOKED. IN THIS SITUATION MALLORCA BOAT EXPERIENCE WILL PAY THE FULL AMOUNT PAID IN ADVANCE BY BANK TRANSFER TO OF THE AMOUNT PAID IN ADVANCE FOR THE RESERVATION, BY BANK TRANSFER TO THE ACCOUNT INDICATED BY THE CLIENT

THE ACCOUNT INDICATED BY THE CLIENT WITHIN 48 WORKING DAYS FROM THE DATE OF THE RESERVATION, WITHOUT THE CLIENT BEING RESPONSIBLE FOR THE

RESERVATION, AND NEITHER THE HIRER NOR THE OTHER PASSENGERS WILL BE ENTITLED TO ANY COMPENSATION FOR THIS

FOR THIS CANCELLATION, REIMBURSEMENT OF AIRLINE TICKETS, ETC..

AT MALLORCA BOAT EXPERIENCE WE WILL GO OUT OF OUR WAY TO ENSURE THAT YOU HAVE THE BEST POSSIBLE EXPERIENCE POSSIBLE ON BOARD OF THE CHARTER BOATS OF OUR FLEET.

UNFORTUNATELY SOMETIMES CIRCUMSTANCES OVERRULE OUR WISHES, WHICH VERY OCCASIONALLY FORCES US TO CANCEL AN EXPERIENCE

SOMETIMES WE ARE FORCED TO CANCEL SOME OF THE EXPERIENCES THAT HAVE BEEN PREVIOUSLY BOOKED.

PREVIOUSLY BOOKED.

ON THIS PAGE YOU WILL FIND OUR POLICY ON CHANGES AND/OR CANCELLATIONS OF RESERVATIONS FOR ALL THE DIFFERENT REASONS THAT WE CAN FORESEE

1/ADVERSE WEATHER CONDITIONS

IN THE EVENT OF ADVERSE CONDITIONS MALLORCA BOAT EXPERIENCE WILL ACT AS FOLLOWS AS FOLLOWS.

1.1/ WE WILL LOOK FOR AN ALTERNATIVE DATE/TIME. IN THE EVENT THAT WE ARE UNABLE TO OFFER AN ALTERNATIVE ALTERNATIVE DATE OR CLIENTS ARE UNABLE TO ADAPT THEIR SCHEDULE TO THE NEW DATE, AN ALTERNATIVE ITINERARY WILL BE OFFERED FOR THE SAME DATE.

AN ALTERNATIVE ITINERARY FOR THE SAME DAY.

EVEN WITHIN THE SAME DAY WE WILL TRY TO ADAPT THE DEPARTURE AND ARRIVAL TIME TO AVOID POSSIBLE BAD WEATHER AS FAR AS POSSIBLE.

POSSIBLE BAD WEATHER TO THE BEST OF OUR ABILITY.

THE CHANGE OF DATE OR TIME DOES NOT IMPLY ANY REDUCTION IN THE FARE OR CONDITIONS OF THE CONTRACT UNLESS THE PERIOD OF TIME OF DEPARTURE AND ARRIVAL OF THE CONTRACT UNLESS THE PERIOD OF TIME OF THE CONTRACTED EXPERIENCE OR ACTIVITY IS REDUCED

IN SUCH A CASE, THE NEW TARIFF CORRESPONDING TO THE NEW DURATION WOULD BE APPLIED. DURATION.

UNDER NO CIRCUMSTANCES MAY IT BE DECIDED TO SHORTEN THE ACTIVITY ON THE FLY, ONCE THE ACTIVITY HAS STARTED, WHICH WOULD THIS WOULD MEAN A REDUCTION OF THE FARE.

1.2/ WE LOOK FOR ALTERNATIVE ITINERARY

SOMETIMES THE WEATHER CONDITIONS ARE ADVERSE FOR SAILING ONLY IN A SPECIFIC AREA OF THE ISLAND.

A SPECIFIC AREA OF THE ISLAND. THEN THE BOAT ACTIVITY WILL TAKE PLACE ON A DIFFERENT

ITINERARY OTHER THAN THE ONE INITIALLY PLANNED, WITH NO POSSIBILITY FOR THE CLIENTS TO CHOOSE THE ITINERARY ON WHICH THE

CHOOSE THE ITINERARY IN WHICH THE CONDITIONS ARE ADVERSE.

IN THE EVENT THAT CUSTOMERS DECLINE THIS NEW ITINERARY OFFERED DUE TO WEATHER CONDITIONS, THEY WOULD NOT HAVE THE RIGHT TO CHOOSE A NEW ITINERARY.

WEATHER CONDITIONS, THEY WOULD NOT BE ENTITLED TO RECOVER THE AMOUNTS ADVANCED TO FORMALISE THE RESERVATION. TO FORMALISE THE BOOKING.

1.3/ FULL REFUND OF ADVANCE PAYMENT

IN THE EVENT THAT WEATHER CONDITIONS PREVENT THE ACTIVITY FROM TAKING PLACE AND WE ARE UNABLE TO FIND AN ALTERNATIVE DATE AND WE CANNOT FIND AN ALTERNATIVE DATE, NOR CAN WE OFFER A COMFORTABLE AND SAFE ALTERNATIVE ROUTE, THE TOTAL AMOUNT PAID IN ADVANCE WILL BE IN THE EVENT OF WEATHER CONDITIONS PREVENTING THE ACTIVITY FROM TAKING PLACE AND WE CANNOT FIND AN ALTERNATIVE DATE, NOR CAN WE OFFER A COMFORTABLE AND SAFE ALTERNATIVE ROUTE, THE TOTAL AMOUNT PAID IN ADVANCE WILL BE REFUNDED. THE REFUND WILL BE MADE WITHIN 48 WORKING HOURS OF THE CANCELLATION BY BANK TRANSFER TO THE ACCOUNT INDICATED BY THE CLIENT. BANK TRANSFER TO THE ACCOUNT INDICATED BY THE CLIENT.

WHAT ARE ADVERSE WEATHER CONDITIONS?

ADVERSE WEATHER CONDITIONS ARE THOSE THAT EITHER PREVENT THE BOAT FROM LEAVING THE PORT OR CAUSE THE BOAT TO THE BOAT FROM LEAVING THE PORT OR MAKE THE ACTIVITY NOT BE CARRIED OUT WITH FULL GUARANTEES OF SAFETY AND COMFORT FOR OUR CLIENTS.

SAFETY AND COMFORT FOR OUR CLIENTS.

EXAMPLES OF ADVERSE WEATHER CONDITIONS

- STRONG SWELL FORECAST, WITH WAVE HEIGHTS OF MORE THAN 1 METRE IN THE AREA OF THE
IN THE AREA WHERE THE BOATING ACTIVITY TAKES PLACE.

- STRONG WIND FORECAST WITH SPEEDS IN EXCESS OF 20 KNOTS.

- HEAVY RAINFALL FORECAST FOR A PERIOD OF TIME EXCEEDING 20% OF THE TOTAL DURATION OF THE ACTIVITY

EXAMPLES OF WEATHER CONDITIONS THAT ARE NOT ADVERSE TO BOATING

- THERE IS A FORECAST OF CLOUDY OR PARTLY SUNNY CONDITIONS.

- THERE IS A POSSIBILITY OF LIGHT RAIN FOR LESS THAN 20% OF THE TOTAL EXCURSION DURATION.

20% OF THE TOTAL EXCURSION.

- WE ARE COLD BECAUSE WE HAVE NOT READ THE INSTRUCTIONS AND HAVE NOT BROUGHT WARM CLOTHING.

WE DIDN'T BRING WARM CLOTHES.

MALLORCA BOAT EXPERIENCE WILL ABOVE ALL APPLY COMMON SENSE.

UNDER NO CIRCUMSTANCES WILL WE

WILL NOT FORCE THE ACTIVITY TO TAKE PLACE ON A DAY WHEN OUR CLIENTS ARE NOT GOING TO ENJOY OUR BOATS AND OUR ISLANDS TO THE FULLEST.

ENJOY OUR BOATS AND OUR ISLANDS TO THE FULLEST, SHOWING THE GREATEST POSSIBLE FLEXIBILITY IN TERMS OF ITINERARIES, TIMETABLES AND POSSIBLE IN TERMS OF ITINERARIES, TIMETABLES AND PICK-UP POINTS.

2. CANCELLATION POLICY BY THE CLIENT

IN THE EVENT THAT THE CLIENT, DUE TO ANY CIRCUMSTANCE, INCLUDING FORCE MAJEURE, DOES NOT WISH TO CANCEL THE ACTIVITY, WE WILL NOT ACCEPT ANY CANCELLATION.