

Reservation and Cancellation Policy

Reservations

- To make a reservation, 50% of the total amount must be paid. The remaining 50% must be paid 7 days before embarkation.
- Extras can be paid at check-in or via bank transfer.
- All reservations must be made at least 3 days in advance of the activity date (subject to vessel and establishment availability).
- For "Day-Charter" rentals, prior reservation is not required (subject to availability).
- If the reservation is made less than 30 days in advance, the full amount must be paid at the time of booking.
- The reservation will be confirmed via email or confirmation message once payment has been received.
- The boats operated by /Julio Verne Náutica/ are covered by a comprehensive insurance policy with a deductible. Loss of profit is not covered by the insurance.

Cancellations

Veleros LTD reserves the right to cancel the service without the client being entitled to any compensation in the following cases:

- Non-payment of the established deadlines.
- When, due to adverse weather conditions or other safety reasons on board, the activity cannot take place.

In this last case, the activity will be rescheduled for a new date, and the change will be free of charge for the client.

Once the reservation has been made, the client may cancel it with the following penalties:

- If canceled up to 60 days before the embarkation date, 100% of the amount paid will be refunded, with a penalty of €250.
- If canceled between 60 and 30 days before the embarkation date, 50% of the total amount paid will be refunded.
- If canceled less than 30 days before the embarkation date, the client will forfeit 100% of the amount paid.
- For reservations with an embarkation date between October and May, if canceled up to 7 days before embarkation, a 50% penalty will apply. If canceled within 7 days, a 100% penalty will apply.
- If the company can re-rent the boat for the scheduled charter date, the amount paid will be refunded to the client, minus a €250 management fee.

Refunds or Date Changes for Reservations

The client may request a date change (subject to availability by Veleros LTD) and, as a last resort, a refund in the following cases:

- Force majeure, with supporting documentation (border closures, illness, or the death of a first-degree relative).

Gift Voucher

- Non-refundable under any circumstances.
- Cannot be exchanged for another activity.
- Subject to availability.

Discounts

1. Early Booking Discount

- A discount of 100 GBP per person is offered for reservations made at least 60 days before the embarkation date.
- The discount will be applied automatically at the time of booking, provided the established conditions are met.

2. Customer Registration Form

- A discount of 500 GBP is offered to those who complete and submit the corresponding form.
- The discount will be applied automatically at the time of booking, provided the established conditions are met.

3. General Conditions

- The Early Booking discount cannot be combined with other promotions, offers, or discounts.
- Only one discount per boat and reservation may be redeemed, and multiple discounts from different clients cannot be accumulated for the same experience.
- Discounts do not apply to Day-Charter services (single-day rentals).
- The discount applies only to the base rental price, excluding taxes, port fees, fuel, and other additional services.
- The company reserves the right to modify or cancel this discount policy at any time without prior notice, without affecting already confirmed bookings.

4. Discount Application

- To benefit from the discount, the reservation must be fully confirmed, and the required initial deposit must be paid within 60 days before embarkation.
- In case of cancellation and subsequent new booking, the discount application will be subject to availability and compliance with the requirements.

Special Conditions

- Clients must arrive at the meeting point 30 minutes before the start of the activity (Day-Charter).
- In case of client delay, the company does not guarantee an extension of navigation time or partial refunds.
- It is the client's responsibility to comply with safety regulations and follow the crew's instructions.