



## Terms and Conditions

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#### **Our Terms & Conditions for Speedboat Rental at SANTOXENIA RENTAL BOATS (SANTOXENIA O.E.)**

It is very important to know that when you book a boat from us, you agree to our terms and conditions. We will do our best to provide high-quality boat rental services, but sometimes things may be a bit different from what we planned.

For example, if the boat has a mechanical failure, we will try to replace the boat with another. If we do not have another boat available, we will refund your deposit (minus any processing fees).

All our motorboats available for rent comply with the provisions of General Port Regulation No.ΓΚΛ38. ΦΕΚ Β.2390/2019 .

#### **Boat Booking – Notification Hours – Deposit – Cancellation Policy – Payment**

##### **The customer agrees and accepts:**

For online bookings through our website, you are charged the full rental amount to secure your booking. After completing the payment, you will receive a booking confirmation email. You do not need to print it, we will have everything ready for you before you board the boat! If you cannot pay online but want to pay in cash, you can choose to visit us at Vlychada Marina to make the booking. Send us a WhatsApp message if you want to do this.

If you are not at the meeting point at least 30 minutes earlier and have not contacted us via phone or text message to inform us that you will be late, we have the right to rent the boat to another customer, and the deposit is NOT refundable.

##### **What happens if the tour (or rental) is canceled?**

In very rare cases, we may have to cancel a rental due to strong winds of 6 Beaufort and above, or heavy rain. We will always offer you to take the boat on a different date. If this is not possible, we will refund the booking cost minus any processing fees.

### **What if I want to cancel the tour?**

A full refund (minus any processing fees) is offered if the cancellation is made 10 days or more before the cruise date. No refund is offered if the trip is canceled up to 9 days before departure.

Only in the case of strong winds (wind force 6 or more) or heavy rainfall or a ban from the port authorities, will we change your date if possible to a day you can take the tour or refund the full amount you paid minus any processing fees that may have arisen.

For a one-day cruise to neighboring islands with a captain, please ask us for a fuel estimate.

### **How can I pay?**

We accept PayPal, Visa and Mastercard credit cards, and cash, always before the cruise.

### **The lessee also accepts:**

That the boat is equipped with life jackets for adults, children's life jackets, a floating anchor, a bow anchor, a fire extinguisher, a first aid kit, a swimming ladder, smoke signals, a compass, a horn, a hand torch, a radio, a bucket, and ropes. The renter must return all equipment received in full.

## **Speedboats WITHOUT CAPTAIN IN SANTORINI**

The boat driver must have the necessary sea experience and the necessary licenses if required to ensure that all passengers enjoy a safe and pleasant trip on the boat. The driver is also responsible for all issues that may arise. No one else is allowed to use the boat except the renter, and no one is allowed to drive the boat under the influence of alcohol, drugs, or other substances. If the renter does not comply with the private agreement paragraph and causes an accident or damage to the boat, all repair costs and an additional 100 euros per day until the boat is re-rented will be borne by the renter.

The boat driver must be informed about the local weather conditions on the day of the charter and decide if they are suitable for their experience and capabilities.

Sailing (and cruising) is NOT permitted in wind force 6 or higher.

The boat driver must have a charged mobile phone, sunscreen, hat, bath towels, and a light jacket. If you swim in the volcanic hot springs, you should wear a dark swimsuit. The hot springs negatively affect light-colored clothes and your jewelry.

The boat is refueled at the renter's expense at the end of the lease.

Sailing (and cruising) beyond 3 NM from the Santorini coastline is prohibited without one of our captains. Follow the suggested route on the provided map. Return before sunset to facilitate visibility and orientation.

The boat is delivered and returned to the same point. If our company has to recover and return the boat to its base, an additional cost will be charged to the customer.

Call and inform us of your arrival time 30 minutes earlier. Do not leave the boat unattended until you check out with one of our employees.

Check the boat's condition with our employee during check-in and check-out. You will be asked to pay for any damages or losses according to an Inventory List and replacement prices provided before boarding.

Find below more information about our Terms and Conditions.

No license is required to operate a motorboat up to 30hp.

To rent a boat with an engine larger than 30hp, a valid boat driving license is required. Before renting, you can check the condition of the boat and outboard engines.

The boat is insured for third-party accidents.

Santoxenia is not responsible for any damage or loss, theft, or destruction of the customer's property at any time during the rental.

Persons under 18 years old are not allowed to drive motorboats (nor are allowed to perform a booking).

It is not allowed to use the boat after sunset (no rental boat is licensed or insured for use after sunset). The renter is obliged not to approach the boat in shallow, rocky areas or areas with swimmers and areas marked for underwater diving. At least 200 meters away.

Be responsible for additional rental charges if the boat is returned late for any reason, unless this delay is due to engine or equipment failure.

The renter will be responsible for returning to Santoxenia for any loss or damage to the boat, outboard engines, or its equipment caused by action or negligence of the lessee (a detailed list of boat damages/costs is provided with the private boat rental agreement signed by the lessee upon receipt of the boat). In case of damage or destruction of the boat, the renter is obliged to pay the amount of the boat insurance deductible as specified by each insurance policy. Also, the operator or anyone else interfering with the boat is prohibited from interfering with the boat's engine unless, in an emergency, they have received permission from the owner. In case of any damage or accident, they agree to stop the boat and notify the owner.

Return the boat in the same condition and status it was when you rented it.

Boating can be dangerous. While Santoxenia has taken every reasonable care in preparing the boat and providing safety equipment, the lessee is responsible for their own safety, the safety of third parties affected by their actions, and the safe return of the boat.

**Santoxenia will:**

- Instruct the lessee on how to navigate, handle, and operate the boat, outboard engines, and safety equipment on board. The renter uses the boat at their own risk.
- Ensure that the boat and its equipment are in operational condition before the rental.

### **The customer agrees and accepts:**

- To deliver the boat to Santoxenia at the location it was received. The customer will be responsible for any damage caused to the boat, outboard engines, or its equipment from misuse or negligence. The renter unequivocally declares that they are able to pay any kind of debt to the owner. To return the boat no later than sunset (If you are late, you must call us to inform us of your return time. If we have no notice of your delay, there will be additional charges). Early return of the boat does not entitle the customer to a refund claim.
- The boat renter declares that the operation lesson delivered to them was understandable and they have been informed about the weather and dangerous spots and agreed to return to the departure point on the agreed date and time. For any ambiguity or disagreement between the owner and the renter, the competent authority is the Greek courts.
- The operator must comply with basic safety rules regarding the goals and general current legislation regarding sea traffic, diving, and fishing. In case of any incident of use, they will bear all responsibility and will be accountable to the competent Greek authorities.
- The maximum distance of the boat "Calypso" from the shore must not exceed 3 NM and it is not allowed to leave the island of Santorini.
- The boats "Nephele" and "Santoxenia" are not allowed to leave the Cyclades.

Only the Renter is responsible for the handling and operation of the boat during the rental (so, in boat rentals without one of our skippers, the Renter must also be the captain of the boat). The boats are fully insured. For any claim, where there is driver liability, the deductible is €500 for damage to others and €500 for damage to our boats. Insurance activates beyond these amounts.

The rental period will begin once the full cost of services is paid, along with a €500 deposit. Make sure you have enough cash to pay the boat deposit, and at the end, we will deduct the fuel cost you used from this amount.

The boat will be delivered with full fuel tanks, and the lessee will pay for the fuel consumed at the end of the rental period.

SANTOXENIA may use photos or videos taken during the use of the boat for promotional purposes on social media and always with the explicit consent of the person appearing in them. If someone does not wish for us to use the aforementioned material, they must inform us, and we will respect their wish.

Ensure all members of the visitors comply with these terms and conditions.