

# Santoxenia

## Terms and Conditions

### **Our Terms & Conditions for hiring a boat at SANTOXENIA RENTAL BOATS**

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 services for boat hire, but sometimes things can go 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 one. Or if we don't have another boat available, we will return your deposit.

### **Booking the Boat – Briefing Hours – Times & Deposit – Cancellation Policy – Payment**

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

If you are not at the meeting point till 11:00 am (Morning) / 16:30 pm (Evening) and you haven't contacted us by phone or text message that you are going to be late, we have the right to rent the boat to another customer and deposit is NOT refundable.

#### **What if the tour is canceled?**

In very rare cases we have to cancel a rental, due to strong winds or heavy rain. We will always offer you to take the boat on a different date. If that is not possible, we will refund the booking fee in full minus processing fees.

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

If the trip is cancelled up to 72 hours before departure, no fee will be charged and there will be a full refund\* (excluding transaction costs).

If the trip is cancelled up to 48 hours before departure, 50% of the total fee will be charged

Cancellations/no-show within 24 hours before departure will result 100% charge of the total fee

\*All refunds will be issued within 14 days.

Only in case of heavy winds (wind force 6 or more), or heavy rain we will change your date to a day that you can do the tour or refund you the money in total minus processing fees.

**How can I pay?**

We accept PayPal, Visa and Mastercard credit cards.

**The Hirer also accepts:**

That the boat is equipped with adult life jackets, children's life jackets, floating anchor, bow anchor, fire extinguisher, first aid kit, tent, bath ladder, smoke signals, compass, horn, handheld torch, radio, bucket, ropes. The renter should return in full the equipment they received.

**SMALL ENGINE BOATS / RIB BOATS / SPEED BOATS WITHOUT A CAPTAIN IN SANTORINI**

The driver of the vessel should possess the necessary sea experience and the necessary licenses if required to guarantee that all passengers enjoy a safe and pleasurable trip on the vessel. The driver is also responsible for all matters 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, narcotics (drugs) or other substances, in any other case, if the renter does not comply with the paragraph of the private agreement and causes an accident or damage to the boat, all costs for the repair and increased by 100 euros per day until the boat is re-rented concern the renter.

The driver of the vessel should be informed about the local weather conditions, the day of the charter and decide whether they are appropriate to his experience and capabilities.

Sailing is NOT permitted with wind conditions force 6 or more.

The driver of the vessel must possess a mobile telephone

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

Sailing is prohibited further than 3NM of Santorini's coastline without one of our skippers. Follow the recommended route on the map provided. Return before sunset in order to facilitate visibility and orientation.

The vessel is delivered and returned at the same point. If our company has to recuperate and return the vessel to base an extra cost will be charged to the customer.

Telephone and inform your time of arrival 30 minutes in advance. Do not leave the vessel unattended until you do the checkout with one of our employees

Control together with our employee the condition of the vessel at Check in and Check out. You will be asked to pay in case of damages or losses according to an Inventory List and replacement prices given to you before embarkment.

**Please find below more information about our Terms and conditions.**

No license is required for handling a motorboat up to 30hp.

Valid Boat Driving license is required to rent a boat with an engine bigger than 30hp.

Before renting, you can check boat and outboard engines condition.

The boat is insured for accidents with third parties.

Santoxenia shall not be liable for damage to or loss, theft, or destruction of property at any time of property to the client during the rental.

Persons under the age of 18 are not permitted to drive motor boats.

You are not allowed to use the boat after dusk (no hire boats are licensed or insured for use after dusk). The renter is obliged not to approach the boat in shallow, rocky areas, or areas with swimmers. At least 200 meters away.

Be responsible for extra hire fees if the boat is late in being returned for any reason except if such lateness is caused by the failure of the engine or of our equipments.

The Hirer will be liable to repay Santoxenia for any loss or damage to the boat, outboard engines or its equipments caused by the action or negligence of the Hirer (analytical boat damage list/costs is provided with the boat rental private agreement which is signed by the hirer upon receiving the boat). In the event of damage or destruction of the boat, the renter is obliged to pay the amount of the vessel insurance deductible, as defined by each insurance contract. Also, the operator or anyone else intervening in the boat is prohibited from intervening in the engine of the boat unless, in case of need, they have obtained permission from the owner. In the event of any damage or accident, they agree to stop the boat and notify the owner.

Return the boat in the same state and condition as it was when it was hired.

Boating can be Hazardous. While Santoxenia has taken all reasonable care in the preparation of the boat and in the provision of safety equipment, the Hirer 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 Hirer how to navigate, operate and handle the boat, outboard engines and safety equipment onboard the boat. Hirer uses the boat at their own risk.

Ensure that the boat and its equipment are in a functional state before the hire.

**The customer agrees and accepts:**

To deliver the boat at Santoxenia in the state that was received. The customer will be liable for any damage caused to the boat, outboard engines or its equipments by misuse or neglect. The renter unreservedly declares that they are able to pay any kind of debt to the owner.

To deliver the boat the latest at Sunset (If you are running late you must call us to know the time of your return. If we have no notice for your delay there will be extra charges).

Early return of the vessel does not entitle the customer a refund claim.

The renter of the boat declares that the operating lesson that was given to them was understandable and they have been informed about the weather and dangerous points and has agreed to return to the departure point on the agreed day and time. For any ambiguity or disagreement between the owner and the renter, the competent authority is the Greek courts.

The maximum distance of "Calypso" vessel from the coast should not exceed 3NM and you are not allowed to go out of Santorini island.

Vessels "Nephele" and "Santoxenia" are not allowed to leave Cyclades Islands.

Only the Hirer is responsible for handling and operating the boat during hiring. The boats have a full insurance. For every claim, where the driver's responsibility is engaged, the deductible is €500 for damages to others and €500 for damages on our boats. The insurance is activated beyond these amounts.

No guaranty deposit is requested in case the driver is one of our skippers.

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