

# TERMS AND CONDITIONS

## Booking Procedure

1. To make a booking, you should complete the online form on the VAULT website.
2. The person who completes this form will be the primary contact with VAULT.
3. VAULT will contact you as soon as possible via email to confirm the:
  - availability
  - the total price of the contract
  - the date that your deposit is due
  - details of the payment
4. Please bring any discrepancies to our attention within 24 hours of the date of the confirmation email. VAULT does not accept liability for the costs associated with any errors not highlighted. We reserve the right to correct any errors in the confirmation email as soon as we become aware of them.
5. Please note that you must book 8-10 days before. Bookings before 24 hours ago will be subject to 75KD extra charges along with your total booking cost.

## Pricing

1. VAULT reserves the right to change the price of your booking before your booking is confirmed. We will inform you of any such changes. We also reserve the right to correct pricing errors after confirmation.
2. Prices do not include:
  - The cost of hiring additional crew on yacht (but they can be added as an optional extra)
  - Food costs for any hired crew members (such as skipper or hostess). Guests are obliged to provide a meal at reasonable times for the hired crew contained in the booking.
  - Food
  - Transportation to and from your home, transfers between the airport and the marina, or any other type of transportation.
3. Prices are as follows:-
  - 6 hours (Only cruising) 550 KD
  - 8 hours (Cruising or Any Island) 750 KD
  - Insurance fee (Refundable) 200 KD
4. For every extra hour after the booking confirmation will be 110 KD

## Payment

1. Pay online using the secure payment facility either via website or link.
2. Payment delays can result in your booking being canceled by VAULT. If you are likely to be unable to make a payment on time you must contact VAULT as soon as possible to request an extension to the relevant payment due date. If such an extension is agreed, VAULT will communicate this to you in writing.
3. The first payment will be due no later than 24 hours from receipt of the booking confirmation.

## Variation by VAULT

1. As VAULT booking information is prepared well in advance, some minor aspects of your booking may have to change closer to the time of your trip to make the booking work. You will be notified before any such changes are made.
2. You will be notified as soon as is reasonably possible if significant changes to your booking are needed. These changes can happen for instance if the yacht has been significantly damaged by previous guests and is deemed unsafe, etc. In this instance, you will be able to either:
  - a. cancel the booking with a refund of all sums you have paid.
  - b. reschedule it during the available days
3. You must inform VAULT of your decision within 24 hours of being informed of booking changes. If no action is taken, we will be entitled to infer that you have chosen to accept the changes.

## Variation by the customer

1. If you would like to change any aspect of your booking, you must inform VAULT as soon as is reasonably possible. You will be responsible for the additional costs we incur in implementing the changes.
2. Please note that VAULT may not be able to implement all the changes you wish to make. Any changes will be subject to availability and will be made at VAULT discretion.
3. Change of customer:

If any guest no longer wishes to participate in the yacht, VAULT may subject to availability, agree to substitute customer being added to the booking. You should notify VAULT in writing at least 48 hours ago before the date of the trip of your intention to substitute a person on the booking. However, this is subject to VAULT written acceptance of the arrangement. VAULT retains the absolute right to refuse to accept the change of customer.

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In requesting a change of customer, you must confirm that the new customer has read and agreed to all relevant T&C.

## Cancellation by VAULT

1. VAULT reserves the absolute right to cancel your booking under any circumstances. If VAULT cancels your booking under this clause you will be entitled to a full refund
2. VAULT reserves the right to cancel your booking without any refund if circumstances arise that make the reservation impossible and are out of VAULT control or which we could not have prevented. Examples of such situations include (but are not limited to) dangerous weather conditions, fire, natural disaster, industrial actions, war, riots, epidemic and other force majeure.

## Cancellation by Client

1. If you decide to cancel your booking, you must inform in writing as soon as possible. Your booking will not be canceled until VAULT receives your notice of cancellation in writing. If you transmit this written notice by email, then you must follow up via telephone during VAULT to check that the email has been received.

Cancellation charges:

2. If you cancel your booking, the following minimum cancellation charges (as a percentage of the total booking cost) will apply excluding insurance :-

20% of total booking cost before 48 hours ago.

40% of total booking cost before 24 hours ago.

No Show up. No Refund.

3. VAULT may use money that you have previously paid to cover cancellation charges.
4. VAULT will take reasonable steps to ensure that all costs and losses are kept to a minimum.

## Yacht Specifications

You can find specifications, measurements, inventories, and other data relating to yachts on the VAULT website. However, VAULT cannot guarantee that the yacht will meet the exact details described on the website.

Yacht images are only intended to give a general idea of the type of yacht and we cannot guarantee that your yacht will be the same as the one shown on our website. However, VAULT takes misrepresentation very seriously. If you believe that a picture on the VAULT website is misleading, please inform VAULT as soon as possible so that steps can be taken to fix the situation.

## Transport

Your booking total cost does not include transport to and from your home, transfers between the airport and the marina, or any other type of transport unless you request transfers from VAULT website as an optional extra (if applicable).

## Your Behaviour

If, while on trip, your behavior poses a danger to you or those around you, causes or is likely to cause damage to people or property, breaches any local law, or causes or is likely to cause a public nuisance, VAULT has the right to cancel your booking without paying you any refund. This means (among other things) that the captain could refuse to continue to work and that you could be made to leave a yacht you have booked midway through your booking.

## Your Privacy is Important to Us

### Data protection

VAULT will use your data for administration, statistical analysis, marketing, host mailing, customer services, customer profiling, analyzing your purchasing preferences, and improving services. VAULT may disclose your information after your absolute consent to its service providers and agents for these purposes. You have a right to request a copy of the personal data VAULT holds about you, for which VAULT may charge a fee, and to correct any inaccuracies in your information.

## Responsibility of VAULT

## Reasonable care

VAULT accepts responsibility for using reasonable care and skill to ensure that your trip is supplied as described in our promotional material, and that services offered and carried out are of a standard reasonably expected by a person skilled in offering and carrying out such services.

## Limited liability

VAULT will not be liable where any failure was due to:

- The acts or omissions of the person(s) affected.
- The actions or omissions of a third party not connected with the provision of your trip and which were unforeseeable or unavoidable
- Unusual and unforeseen circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised
- If you suffer illness or injury while taking part in any third-party activity that does not form part of the contractual package arrangements, VAULT will not be held responsible. This includes activities that we have organized on your behalf.
- Other than as is detailed in these T&C, we shall have no legal liability whatsoever to you for any loss or damage which you suffer arising directly or indirectly from any aspect of your package.

## Complaints

VAULT maintains the highest standards in choosing yacht supplier partners and we hope you will have no problems. However, please address any issues directly to a member of VAULT as well as the supplier as soon as they arise. We will then attempt to find an appropriate solution. Please allow us a reasonable opportunity to rectify the problems you are experiencing.

If you are dissatisfied with how your complaint is addressed, please [contact our office](#) within 28 days.

## Disabled Customers and Customers with Special Needs

You must tell us about any special needs and requirements so that suitable arrangements can be made. VAULT cannot be held responsible if you fail to tell us about special needs/requirements that may impact on your trip. If you need support or advice, please [contact us](#) before booking.

If you have a medical condition, mobility problem or disability which may affect your holiday, we may require a doctor's certificate or other documentation relating this issue. Please provide us with full details in writing at the time of booking so we can ensure that we have all the necessary information.