



GENERAL BOOKING TERMS AND CANCELLATION POLICY

At S'Embat Boats, the safety of our passengers and excellence in service are our highest priorities. Since nautical activities are intrinsically linked to marine weather conditions and unforeseen variables, this Cancellation and Booking Modification Policy is established and is binding for both parties.

1. Cancellation Due to Weather Conditions and Maritime Safety

The feasibility of navigation is subject at all times to sea and wind conditions. **S'Embat Boats reserves the exclusive right to cancel the activity** when official maritime safety reports or our technical team's criteria determine that conditions are not optimal to guarantee safe navigation.

- In this regard, it is clarified that the presence of cloud cover or light rainfall does not constitute a valid reason for cancellation by the client if the state of the sea is favorable for navigation.
- In the event of cancellation for maritime safety reasons, an **alternative date** will be offered initially, subject to fleet availability. If the client does not have the scheduling flexibility to reschedule the activity, a **full and immediate refund** of the amounts paid will be processed.

2. Cancellation Due to Medical Reasons and Unforeseen Force Majeure

Aware that navigation requires ideal psychophysical conditions, cancellation or postponement of the service will be accepted in the event of a **sudden and unforeseen medical condition that physically incapacitates the client** from carrying out the activity with total normality and safety (such as acute injuries, severe gastrointestinal processes, incapacitating lumbar conditions, or similar medical situations).

Validation procedure: For such cancellation to take effect and grant the right to a refund of funds or a change of date, the booking holder must notify the incident in writing prior to the contracted time and provide an **official medical certificate of attendance or diagnosis**, duly signed and stamped. Hospitalization is not required, but an official medical validation is mandatory.

3. Date Modifications at the Client's Initiative

Any request for a change of date or modification of the booking conditions by the client may be made at no additional cost, provided that it is communicated in a verifiable manner (via email or official company messaging channels) at least **48 hours in advance** of the scheduled start of the service.

4. Punctuality and No-Show Policy

- **Delays in appearance:** In the event that the client arrives late, the lost navigation time will not be recoverable nor will it entitle the client to any reduction or refund in the agreed rate.
- **No-Show:** If **40 minutes** have elapsed from the agreed time and the client has not appeared at our facilities or notified a duly justified cause of force majeure, the booking will be automatically canceled. Under this assumption, **S'Embat Boats will retain the full amount of the first payment made (security deposit)** as compensation for blocking the vessel and the derived operational costs.

S'Embat Boats — Sant Elm, Andratx (Mallorca)

This policy is deemed bindingly accepted at the moment the first booking payment is made.