

## Yacht charter Representation, Consultation Services & Support

The company operates as a representative on behalf of the client with various yacht charter companies. The company will provide professional consulting to the client in all matters related to the planning of the voyage, selection of the appropriate yacht, sailing routes, insurance, and handling all logistic aspects.

The rental itself is carried out according to the terms of the charter company and the contract signed between it and the client.

The company will provide the following services to the client:

- **Representation with service providers:** The company will represent the client with the yacht rental company and handle all correspondence and arrangements required before, during, and after the voyage.
- **Professional liability insurance:** The company holds professional liability insurance in case of claims or lawsuits related to services provided to the client.
- **Custom route planning:** The company will provide the client with a comprehensive briefing, including digital maps and detailed recommendations for planning the sailing route, based on the client's preferences and the company's 25 years of experience.

### Payment Terms:

Upon booking confirmation, 50% of the charter price must be paid, and an additional 50% + mandatory and optional extras(if required in advance by the charter company), up to 45 days before the charter.

### Payment options:

- **Credit card** (up to 6 installments) – Local Isracard/MasterCard/Visa: + 0.72% | Foreign cards: + 2.3% | Local American Express: + 1.6% | Foreign American Express: + 2.5%
- Bank transfer directly to our bank account.

#### Euro:

MARIS AND MANU LTD  
Bank Hapoalim - Branch 772  
Account number 32223  
IBAN IL98-0127-7200-0000-0032-223  
SWIFT: POALILIT



## **Cancellation, Credit, and Refund Policy:**

**Force Majeure:** Full payment will be credited or can be used for activities of the charter company abroad if it is proven that, due to government regulations in the origin country and/or the destination country, or due to blocked transportation routes, the voyage cannot take place.

In the event that the client wishes to cancel the booking,

- *Maris&Manu* undertakes to make every effort to rent out the yacht/cabin that was canceled by another client. If this is possible, the company will refund the full payment to the client, minus a handling fee of €150.
- In case of cancellation up to 90 days before the start of the charter, the client will receive a refund minus 30% of the charter price + €150 handling fee, which will remain with the company.
- In case of cancellation between 89 and 60 days before the start of the charter date, the client will receive a refund minus 50% of the charter price + €150 handling fee, which will remain with the company.
- In case of cancellation 30 days or less before the charter date, the client will pay the full booking amount with no refund.

## **Rental date change conditions:**

For any reason, the conditions set by the charter company in the charter agreement will apply, and the company is obligated to act accordingly.

## **Client's Responsibilities:**

- The client is responsible for maintaining the yacht and the equipment on board in good condition.
- The client must follow safety instructions.
- In order to benefit from support and assistance services during the charter, the client must inform the company in real-time if they are dissatisfied with any service provided by the charter company.

