



Boat Rent World.com

The best part of your holidays

Terms & Conditions when using our Website and Boat Rental Service at our locations worldwide:

1. **RENTAL/CHARTER:** The renter (either the boats owned by Boat Rent World or any of our partners) shall grant the agreed boat in rental to the client for the period of time indicated in the reservation. The boat shall be handed over in perfect conditions and supplied with the obligatory safety equipment and documents for navigation required by the local law of each rental location. In case of a boat charter with crew, the exact details of inclusions and exclusions will be honoured during your charter. Any extra services not included will be paid fully by the customer.
2. **CLIENT'S OBLIGATIONS:** The client shall: a) Exhibit a personal identification document when required; b) Pay the rental costs/charter or deposit on the way explained to him/her during the booking process; c) Pay for any damages or missing items incurred to the boat and boat owner's property during the rental; or for any extra services not included in the rental/charter price d) Take responsibility for any passengers travelling with the person signing the rental contract and ensure they respect the same obligations. e) The reservation is **ONLY** confirmed after payment of the full rental/charter amount (or in some occasions, of the deposit), which must be done within 2 hrs of receiving the payment instruction (payment link or similar). If your boat/charter is not available due to a delay of payment, we will not be responsible for this, however as a duty of care to our customers we will do our best to find an alternative solution. Should you decide not to take the alternative rental/charter option, a refund will be offered but any loss of payment commissions by card issuer or e-payment companies will be loss, and depending on a circumstances, we reserve the right to charge a 10% admin fee for refunds processed.
3. **BOAT RENT WORLD's ROLE:** Our website is a network of family owned businesses on different destinations worldwide. The owner and director of Boat Rent World personally operates in the Lake Maggiore area, near Milan, in Italy. Each collaborator to our network (personally chosen by us) operates on our different destinations shown on our website. The Client will pay directly for the service requested to us or the boat owner (depending on each location) and they will be required to sign their specific contract at the time of the rental/charter. Although Boat Rent World has ascertained that each client has the highest standard of the industry and are highly honourable in the way of conducting business, we are not under any circumstances responsible for any collaborators wrongdoing and it is the client's responsibility to read the local rental contract beforehand. In the case of a dispute with any of our collaborators, Boat Rent World can act as a mediator in order to resolve any situation, it is on our most important interest to achieve 100% customer satisfaction therefore we will do our best to help our clients into resolving any situation with our rental collaborators. We have a 0% complaint and dispute record and we are committed to keep it that way.
4. **CLIENT'S DECLARATION –** The client declares that: a) He/she is aware of, and accepts all the conditions of their rental contract and the renter's rules; b) He/she has received adequate instructions from the renter regarding the principal rules, b) He/she accepts sole responsibility for the behaviour of all passengers and animals (if allowed) on board.
5. **BAD WEATHER:** In case of bad weather the rental time or route initially agreed will need to be adapted or modified for the safety of the passengers. None of the boat owners will be economically or legally liable for bad weather and the impact it may have for the consequences on the rental time or route modification. Equally, the boat owner is not economically or legally liable for any consequences due to any technical problems that may arise to the boat during the boat rental.

1. **CANCELLATION POLICY:** It is the client's responsibility to check the cancellation policy as this varies between each boat offered on our website. On the majority of the boats offered on our website, after paying the reservation deposit no cancellation is permitted so if the client decides to cancel, the booking deposit will be kept by the boat owner in order to safeguard the existence of the business (due to bookings being lost by the client's reservation). However we can change the date of rental if possible should the client have a major cause for doing so (also in the case of bad weather not permitting to initiate the boat rental period). Each case will be treated at the boat owner's discretion on an individual basis and each boat owner's commitment is to deal with every case with a fair approach to all parties involved. A minimum administration fee of 10% will be kept in any case of cancellation and refund, which may be higher depending on the circumstances. Any card or payment processing fees carried out by the e-payment processing companies (including your card issuer) will be lost in case of a refund as this is a non-refundable fee by these companies and is out of our control.
6. **LAWS AND CONTROVERSY** – Should any legal disputes between the customer and the boat owner arise, this will be dealt with on the court of preference of the boat owner and the dispute will be dealt directly with the boat owner who provided the boat rental/charter to the customer. Boat Rent World can act as a mediator but will not get involved in any trials and is not responsible in any case for any legal costs or implications of the dispute between the customer and the boat owner as we act as a connector only between the customer and the boat owner. For any instances not covered by this contract that may involve Boat Rent World directly or indirectly, the Italian law shall apply and it will be dealt with in the court preference of Boat Rent World.
7. **TREATMENT OF PERSONAL INFORMATION** – In accordance with the law UE n. 2016/679 on ensuring privacy, the client expresses his/her consent, and is informed that the boat owners and staff will use his/her personal details in order to complete the contract in a lawful way according to the local law of each destination (see privacy policy).



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