

## **BAREHULL RENTAL (WITHOUT LICENSE and CREWED) (V2LCNAE-2024) from March 1, 2024**

**Presentation of NAUTIQUES EXPERIENCES PRO :** NAUTIQUES EXPERIENCES PRO is a brand of the company KCOB SAS, an independent entity under French law. Depending on the type of service (rental or cruise), NAUTIC EXPERIENCES PRO plays the role of broker-intermediary between rental customers (or their intermediaries) and boat rental companies which are responsible for local services (boats, equipment, services) . In the context of cabin or private cruises, NAUTIC-EXPERIENCES PRO acts as a charterer vis-à-vis cruise customers or their intermediaries, assuming responsibility for services linked to the chartering of boats, equipment and services. NAUTIC EXPERIENCES PRO is a maritime and coastal passenger transport company. It is not a travel agency and is not subject to the legal regime that characterizes tour operators.

**PRICES and GENERAL CONDITIONS OF RENTAL OR CHARTER :** The rates specified when booking are in Euros and all taxes included (unless otherwise indicated). The reservation conditions, including the deposit and the balance, are detailed in the quotes previously provided to the client-tenant and included in this reservation. Mentions and information such as prices, options, schedules, logistics and formalities present in our commercial documents and on our website are provided by the different ship-charterers. This information is confirmed at the time of booking.

The price includes: The boat, its equipment and any options paid to NAUTIC EXPERIENCES PRO, as well as the berth at the base for the first and last night (unless otherwise indicated).

The price does not include (unless otherwise stated): fuel used, food (including that of the skipper, if applicable), transfers, berths, local taxes and options to be paid at the base, specified in this reservation and in the "Client-Renter Arrival/Departure Information" document given and transmitted to the shipowner-charterer before departure.

In the event of a request to modify the reservation by the client-renter or his representative (dates, boat), NAUTIC EXPERIENCES PRO will endeavor to satisfy the client-renter with the agreement of the shipowner-charterer, without invoicing of fees, as part of customer-tenant service.

For countries outside the Eurozone, prices may be adjusted without notice depending on exchange rate variations. An adjustment to payments will then be made upon presentation of supporting documents by NAUTIC EXPERIENCES PRO. This modification will be applied on the date of payment of the balance of the reservation.

For all destinations, if, for an official legislative or regulatory reason stipulated in France or in the country of destination, the prices all taxes included applied to this reservation are modified, this modification will be applied after information and corresponding justification to the customer - tenant.

If booking made more than 8 weeks before departure, the balance of payment must be paid 8 weeks before the departure date.

**RESERVATION AND PAYMENT CONDITIONS :** The reservation is only effective after payment of a deposit of 50% of the total amount of the service, the balance being paid no later than 45 days before the start of the service.

If this condition is not respected, NAUTIC-EXPEREINCES PRO may consider this to be a cancellation on the part of the client-renter or his representative and the deposit will not be

refunded. For any payment from abroad, the costs incurred will be the responsibility of the client-renter or his representative.

**RESERVATION and RENTAL CONTRACT :** The client-renter or his representative assumes responsibility for the efficient management of the reservation, payments, as well as the collection and transmission of the documents and information necessary for the file, both towards the client-renter and from the local shipowner-charter. Before departure and after full payment for the planned service, NAUTIC EXPERIENCES PRO will issue you with your "Boarding Pass" and the "Client-Renter Arrival/Departure Information" document. The "Boarding Pass" is the essential document to present to the local service provider upon arrival at the boarding base. It compiles all the data relating to your reservation, simultaneously confirming that the file is complete and that all necessary payments have been made.

The "Client-Tenant Arrival/Departure Information" document details all information relating to arrival and reception at the base. It also reminds you of the options and other possible costs which must be paid upon arrival on site. As each country has its own laws and regulations, which must be complied with, each booking is subject to the local charter conditions stipulated by the shipowner. A rental contract complying with these obligations will be established accordingly.

This rental contract legitimizes your presence on board and your status as client-renter, in accordance with the boat manager, and must be presented in the event of an inspection by the local authorities. Handed over by NAUTIC EXPERIENCES PRO to the client-renter or at the latest upon arrival at the departure base, this rental contract, issued by the shipowner-charter manager, will be signed by the client-renter as well as by the representative of the shipowner-charter.

**CONDITIONS OF CANCELLATION AND MODIFICATION BY THE FREIGHTER NAUTIC EXPERIENCES PRO OR THE SHIPOWNER :** In the event that, due to damage or any obstacle (whether of a technical, logistical or force majeure nature), the boat initially planned becomes unavailable, NAUTIC EXPERIENCES PRO or the Shipowner will endeavor to replace it with a boat offering comfort and capacity comparable or greater than those initially planned. In the event that replacement is absolutely impossible, NAUTIC EXPERIENCES PRO will return the sums paid for the reservation without the client-renter being able to claim other reimbursements, damages or interest. In the event of partial cancellation, the same reimbursement conditions will apply calculated in proportion to the days on which the client-renter was deprived of the use of the boat, excluding any other form of financial restitution. Costs incurred by the client-renter prior to the event, such as visa costs, transport costs, pre- and post-delivery costs, vaccination costs, etc., will not give rise to any reimbursement or compensation.

**CANCELLATION CONDITIONS BY THE AGENCY OR THE CUSTOMER-TENANT :** Pursuant to the provisions of Article L 121-21-8 of the Consumer Code, the services offered do not benefit from the right of withdrawal provided for in Articles L 121-21 et seq. of the Consumer Code regarding distance selling. , in particular Article L221-28. Consequently, the services ordered are exclusively subject to the cancellation and modification conditions provided for in these General Conditions of Sale and the customer-tenant or his representative cannot invoke the right of withdrawal. Payment of a deposit constitutes acceptance of the offer and these General Conditions of Sale even without physical signature of the reservation voucher

If a crew member no longer wishes to participate, the client-renter or his representative responsible for the reservation must replace him as soon as possible and must do everything at his disposal to achieve this. It should be noted that the client-renter has the possibility of taking out Cancellation Insurance with NAUTIC EXPERIENCES PRO within 7 days from the date of reservation or its representative.

The fees retained will be detailed as follows:

From the reservation date and more than 8 weeks before the departure date: 50% of the total rental amount.

Less than 8 weeks before the departure date: 100% of the total rental amount.

The cancellation conditions stipulated in the shipowner-charter contract will be applied, and NAUTIC EXPERIENCES PRO will retain a lump sum corresponding to 15% of the total amount (excluding options) initially provided as compensation.

**CONDITIONS FOR MODIFICATION BY THE AGENCY OR THE CUSTOMER-TENANT :** The reservation with NAUTIC EXPERIENCES PRO is considered firm and definitive. If the client-renter or his representative wishes to make changes to the reservation, such as the date, boat or place of departure, he must submit a written request (by e-mail). This request will be subject to validation of the initial basis, and if approved, the client-tenant or his representative will have to assume the costs associated with these changes. Any request for cancellation or modification must be notified by registered mail or by email with acknowledgment of receipt, addressed to the NAUTIC EXPERIENCES PRO headquarters. In case of modification, the desired dates must be specified.

A date postponement, if accepted, will not result in a postponement of the cancellation fees, which will remain based on the calendar dates of the original file. Modification requests, if feasible, will only be taken into account if the customer-tenant or his representative is up to date with his payments. Each order can only benefit from one date modification. The signing of a quote, an order form, confirmation by e-mail or the payment of a first deposit, even partial, immediately and definitively binds the client-tenant. Cancellations are only possible under the aforementioned conditions.

In the event that the client-renter fails to show up for boarding or is refused boarding, whatever the reason, this will be considered a cancellation by the client-renter on the day of departure. If the client-renter or his representative confirms the reservation by paying a deposit, by any means of payment accepted by NAUTIC EXPERIENCES PRO, and the cruise is no longer available, the deposit will be immediately refunded. No compensation can be claimed by the client-tenant or his representative.

Administrative and health formalities must be completed at the expense of the client-tenant or his representative and at their initiative. If boarding is impossible due to failure to complete the necessary formalities, no refund will be possible.

**DEDUCTIBLE - DEPOSIT:** The shipowner-charter insures the boats in its fleet against all material risks, with an excess corresponding to the boat's insurance contract. The amount of the deposit, specified on the reservation form as well as on the quotes provided, is intended to cover this insurance excess. The deposit is paid upon boarding to the services of the shipowner-charter, generally by means of a "pre-authorization" on the bank card of the client-renter or in cash. It is therefore essential to check that the amounts authorized on the customer-tenant's bank card cover the amount of the deposit provided.

At the end of the cruise, the deposit is returned within a maximum of one month, provided that there is no damage or loss. The deposit thus represents the maximum amount that can remain the responsibility of the client-renter in the event of a material accident. It should be noted that the client-tenant has the possibility of taking out insurance to cover this deposit.

**INSURANCE :** The price of the rental or cruise includes the insurance which guarantees the boat as well as the liability of the client-renter towards third parties in the event of an accident linked to the vessel. It is important to note that insurance does not cover client-renters nor their personal effects, nor their individual civil liability. Bikes, paddles and other equipment rented are

also the responsibility of the client-renter, and in the event of loss or theft, the associated costs will be invoiced to the latter.

It is strongly recommended that the client-renter take out comprehensive travel insurance, covering various risks such as cancellation, repatriation, loss, damage and theft of luggage or personal items, medical expenses, accidents, legal assistance, as well as the cancellation of plane tickets or other transport tickets, and the consequences of a possible delay.

It should be noted that insurance included in payment cards can sometimes be restrictive and difficult to implement. In the event of an accident occurring during the rental or cruise, the coverage of our civil liability insurance would only apply in the event of fault on our part. In the absence of fault on our part having caused the accident, liability falls exclusively to the insurance of the client-renter.

It is important to emphasize that NAUTIC-EXPERIENCES PRO declines all responsibility towards rental customers who choose to travel without travel insurance. Taking out insurance is strongly recommended to ensure adequate protection against the various potential risks encountered during your stay.

**BEHAVIOR – RESPONSIBILITIES & CASE OF FORCE MAJEURE :** The customer-renter undertakes to respect the boat rental conditions resulting from local regulations as well as the conditions requested by the shipowner-charter and which are specified in the reservation document and on the customer-renter Area:

- Identity document (a P.I. for each member of the crew)
- Proof of address (depending on the country)

The client-tenant undertakes:

- not to use the boat without prior authorization as part of regattas, rallies or other gatherings.
- to respect any restrictions relating to navigation at night and/or outside the territorial waters of the country of departure base.
- to respect the scheduled times for returning the boat and failing that to bear all the consequences and costs which would then be attributed to him.

For Europe and the Mediterranean, with some exceptions, a mandatory return to port is required on Friday at the end of the afternoon.

This schedule must be scrupulously respected because the local service provider organizes the check-out (control of the boat) and the return formalities at this precise time.

If the client-renter or his representative uses the services of a professional skipper or/and a hostess reserved with NAUTIC EXPERIENCES PRO, by accepting these general booking conditions, he accepts by default the terms of the skipper's charter , next :

The role of the client-tenant:

**Legal Responsibility:** The client-renter is legally responsible for the sailboat during the rental period due to the status of the sailboat reserved as a bareboat – rental with or without skipper, as opposed to the crew-boat (sailing boat with permanent crew).

NAUTIC EXPERIENCES PRO and/or its partner must provide the client-renter with a boat in perfect sailing condition, equipped and insured in accordance with the territorial and maritime laws and regulations decreed by the competent authorities of the navigation area concerned.

This confirmation is made when taking control of the boat by signing an inventory and a condition report of the boat, documents signed by both the client-renter and the representative of the shipowner-renter, as well as by submitting the boat's mandatory documents (boat registration document, survival review, insurance certificate).

The owner-renter assumes full responsibility for the information provided, the good condition of the boat, as well as its equipment. Under no circumstances can NAUTIC EXPERIENCES PRO be held responsible for accidents, incidents, technical problems, damage, losses or theft occurring during the rental and cruise. This also includes possible shortcomings of the shipowner-charter, such as the cleanliness of the boat, missing or faulty equipment, as well as maintenance defects.

Our commitment is manifested in the rigorous selection of the best service providers and the best boats, thus guaranteeing the smooth running of the rental, from taking charge of the boat until your return. Our team is at your disposal 5 days a week thanks to our cruise rental service. The client-renter undertakes to respect the terms of the reservation and to use the boat "as a good father" in accordance with the rules in force in the countries concerned. Costs such as fines, local taxes, exit from the territory, abandonment fees, and late return are the responsibility of the client-renter-tenant.

NAUTIC EXPERIENCES PRO cannot be held responsible for faults and errors committed by the client-renter, whether they are in contradiction with local maritime law or by non-observance of maritime rules, customs, and good behavior. Furthermore, NAUTIC EXPERIENCES PRO and the shipowner-charterer will not be responsible for the possible consequences of force majeure such as strikes, political or economic events, land, climatic or maritime disturbances. However, as part of its customer-renter service, NAUTIC EXPERIENCES PRO undertakes to assist the customer-renter to best deal with any complaints and possible requests.

Will be considered as force majeure events, without this list being exhaustive: acts, incidents, non-events, accidents, cases of force majeure beyond the reasonable control of NAUTIC-EXPERIENCES PRO or its shipowner-charter partner. This includes strikes outside the parties, lockouts or other industrial disputes, demonstrations, riots, blockades, invasions, wars, fires, explosions, sabotage, severe weather problems, collisions, strandings, government acts or regulations (including notices from the Ministry of Foreign Affairs or the equivalent of the sending or receiving country imposing the suspension of the destination), major technical failures, serious illnesses, epidemics, or any situation requiring diversion during the period of use (in accordance with international maritime regulations requiring assistance and rescue at sea). The client-tenant undertakes to accept the necessary emergency interventions as well as any delay or inconvenience that may result. The Captain or Skipper has full authority to make the necessary decisions.

In the event of problems linked to force majeure, NAUTIC-EXPERIENCES PRO or its shipowner-charter partner cannot be held responsible and has no obligation to provide a replacement vessel or alternative accommodation, to reimburse, to repatriate, or to pay compensation for any reason whatsoever, in particular the costs of returning from the port of disembarkation to the passengers' home.

If an absolute official ban on the destination is issued by the French Ministry of Foreign Affairs or by the SETO (Association of French Tour Operators), in the event of a significant deterioration in the interest, condition or safety of the stops, whatever the cause, or in the event of absolute impossibility of reaching the port of embarkation for unavoidable reasons totally independent of the will or possibilities of the client-tenants themselves (excluding strikes, delays, cancellations affecting transport, companies, ports, airports and related services), lost rental or cruise days, from a full day up to the total cruise, will be compensated by a credit valid on a future cruise for 3 years.

For technical reasons, delays or risks, the ship could be replaced by another ship of equivalent or higher category, offering the same objective elements of comfort, such as cabins, bathrooms, meals and crew mentioned in the contract.

**RENTAL CHARTER WITH A PROFESSIONAL SKIPPER :** When renting a sailboat with skipper and/or hostess, certain conditions and responsibilities must be taken into account to ensure a pleasant and safe experience. This charter presents in an organized manner the different facets of this collaboration, ranging from the tasks of the skipper and hostess to the obligations of the client-renter.

1. Role of the Skipper : Although serving the client-renter, the Skipper is responsible for navigating the yacht, mooring, anchoring and maneuvering as well as maintaining the deck and yacht cockpit in good condition. , clean and fully functional, also to manage the filling of water and fuel of the yacht and the outboard motor and for the processing of port formalities, all at the expense of the client-renter. Before boarding, he must carry out a technical inventory of the boat and present his diplomas and insurance to the client-renter on request. He presents the inventory and inventory to the client-tenants, who can approve and sign the departure documents.

Before departure, the Skipper must also provide explanations on safety equipment and show the dangerous aspects related to navigation.

2. Services of the Skipper to the client-renter : The skipper is at the service of the client-renter, ensuring that the desired cruise program is carried out according to favorable weather conditions. He must also carry out the desired cruise itinerary, carry out anchorages according to the wishes of the client-renter, and demonstrate flexibility in the event of technical problems or difficult weather conditions.

3. Stewardship and Return of the Sailboat : If no hostess service is on board, the client-renter is responsible for preparing meals for the Skipper. In the event of dining on land without the Skipper and/or Hostess, the client-renter must leave food on board the sailboat or provide a sum so that the Skipper and/or Hostess can dine on land. It is traditional to invite the Skipper and/or the Hostess to the restaurant at least once a week. The return of the sailboat must be in the same condition as when it was picked up, clean, trash cans emptied, and full of fuel.

4. Night Navigation : In the event of night navigation exceeding 4 hours before and after sunrise and sunset, the client-renter must grant the Skipper equivalent rest the following day.

5. Obligations of the Skipper : The Skipper is responsible for navigation, mooring, anchoring, maneuvering, maintaining the deck and cockpit, and managing water and fuel fills. However, tasks such as housekeeping and cooking are not part of his obligations. The Skipper must never enter and leave ports by sail but exclusively by motor, he must however use sails (except schooners) as much as possible unless the client-renter wishes to do so by motor or the wind conditions do not allow at all to navigate.

6. Sailing conditions and Skipper's rest : The Skipper should only sail for 6 to 8 hours per day depending on weather conditions. It must provide security 24 hours a day, and any change of itinerary must be discussed with the client-renter.

7. Role of the Hostess/Steward : The Hostess or Steward on board will be responsible for the daily supply of provisions, as well as the preparation and serving of breakfast and a light meal each day, whether for lunch or dinner. Necessary arrangements must be made in advance, and meals will be prepared taking into account the preferences previously specified by the client-renter, to the extent permitted by local regulations.

Particular attention will be paid to the availability of products on the market, ensuring that all specific nutritional needs are met and that restrictions set out by the client-renter are respected, such as vegetarian choices, gluten-related restrictions, food preferences. meat, wine selection, etc.

The Hostess or Steward will work in collaboration with the Skipper, following his instructions, to accomplish various tasks on board. In addition, he or she will be responsible for the daily cleaning of the common areas of the boat.

It is imperative that children are constantly supervised by an adult or a nanny designated by the client-renter, thus excluding any responsibility of the skipper or hostess/steward in this regard.

Child supervision or nanny services, if required, must be agreed in advance and may be subject to a separate agreement.

8. The functions of the Skipper and Hostess/Steward should not be confused with those of a local "guide" or "host", but they should both respond to any request to the best of their knowledge. tourist information and share all the knowledge they have (such as interesting anchorages, tourist sites, museums, restaurants, nightlife, attractions, water sports centers, etc.).

9. Change of Skipper and/or Hostess : Client-renters must quickly inform the team in the event of uncomfortable situations on board. If the client-renter requests a change of Skipper and/or Hostess due to non-compliance with one of the points on this list, the cost of the change will be covered by NAUTIC-EXPERIENCES PRO or its partner. . For other cases, the cost of the change will be the exclusive responsibility of the customer-tenant or his representative.

**SPECIAL REQUIREMENTS AND DISABLED CUSTOMER-TENANTS :** It is crucial that the client-tenant or his representative informs us of specific needs and requirements (diet, 220V equipment for equipment, etc.) so that arrangements can be put in place. NAUTIC EXPERIENCES PRO or the partner shipowner cannot be held responsible if you fail to inform us of needs or requirements likely to affect the rental.

Before registering people who are fragile, disabled or at health risk, it is imperative to provide all the necessary details. Boarding may be refused without refund or compensation in the event of failure to comply with this requirement.

**ITINERARY & TOURIST INFORMATION AND EXCURSIONS :** The proposed itinerary is likely to be influenced by weather conditions. NAUTIC-EXPERIENCES PRO or the shipowner partner cannot under any circumstances be held responsible for changes to the itinerary due to circumstances beyond our control.

Itineraries, journey times and stopovers are provided for information only and may be modified without notice due to regulatory, technical, safety or weather requirements, with the aim of avoiding navigation in uncomfortable conditions as much as possible. . Stopovers mentioned as "at the dock" can be made at anchor if no berth is available. Likewise, a stopover "at anchor" can be replaced by a stopover "at the quayside". Boardings and disembarkations can sometimes be done in an annex. Journey times are based on normal sea conditions. Navigation is mainly by sail, except in cases of headwind, insufficient wind or other maritime or meteorological phenomena, as well as to respect specific schedules, where the use of engines may be necessary. Due to various circumstances, including weather, the itinerary may be reversed. Likewise, for multi-week cruises combining different itineraries, the order may be reversed. The maps and photos included in our documents are not contractual. Only the elements specified in our contracts have binding value.

NAUTIC-EXPERIENCES PRO or the shipowner partner and its collaborators can provide information on local excursion possibilities or on different providers, however, NAUTIC-EXPERIENCES PRO or the shipowner partner has no control over these providers and does not receive any remuneration on their part and declines all responsibility in the event of problems of any nature. It is emphasized that although NAUTIC-EXPERIENCES PRO or the shipowner partner require perfect knowledge of the sea from the crews, they are not tourist guides. Our main activity is cruising, and we have no intention of organizing tours, activities or other activities outside of the ships. We decline all responsibility for any event occurring on land, in particular outside the supervision of the crew.

**PASSPORTS AND VISAS :** It is the responsibility of all renters or their representatives to ensure possession and presentation of valid travel documents, such as passports and visas necessary for entry into the countries visited, including bus stops. transit. The client-renter is solely responsible for the conformity of travel documents, passports, any visas and vaccination

certificates, both for himself and for those accompanying him. This responsibility extends in particular to Passengers of nationalities outside the Schengen Area and to children, remembering that the latter must have their own passport.

Some countries have strict requirements regarding minors and the documents required for admission. It is imperative that parents verify the necessary documents with the relevant authorities, in order to avoid any inconvenience during the trip.

In the context of international navigation, the client-renter must send to NAUTIC EXPERIENCES PRO a photocopy of the passports of all the planned passengers, at least 10 days before departure. This measure aims to help avoid any delays during boarding. It is important to note that the provision of copies of passports does not relieve the client-renter or his representative of his responsibility for compliance with administrative requirements.

Any information provided by NAUTIC EXPERIENCES PRO concerning formalities in the countries crossed is limited to adults of French nationality. For all other cases, it is up to the client-tenant to consult the Consulates concerned, in particular for entry-exit authorizations for minors. Proactive customer-renter collaboration is crucial to ensuring a pleasant and worry-free browsing experience.

**PETS :** For an additional fee, on the majority of boats pets are welcome on board, this must be confirmed in writing at the time of booking. However, the client-renter must under no circumstances use the on-board equipment (bedding, dishes) for their animal, and must provide themselves with any accessories necessary for their animal's life on the boat. All cleaning, sanitary, quarantine and other costs are the sole responsibility of the client-tenant. The owner must provide a life jacket suitable for their animal, as well as valid health documents before boarding. It is recommended that owners contact the consulates or embassies of the countries concerned about the regulations relating to the introduction of pets, and to check with their veterinarian the compatibility of the trip with the health of their animal, particularly in this regard. regarding air travel. France can also impose special measures for the reintroduction of animals into its national territory.

**DISPUTES and COMPLAINTS :** In the event of technical or logistical problems, customer-renters, or their representatives, are required to immediately present these questions or complaints to the base authorities and representatives of NAUTIC-EXPERIENCES PRO for optimal resolution in a spirit of cooperation. Failure to follow this procedure will render subsequent claims invalid. In the event of persistent disagreements with the shipowner partner or local service providers, NAUTIC-EXPERIENCES PRO will intervene upon receipt of an email or letter, accompanied by all relevant supporting documents such as reports and photos. This must be submitted within a maximum of 8 days after the end of the rental.

In the absence of an amicable agreement within one month from the start of the dispute resolution process, the matter may be brought before the courts of Paris, as expressly stipulated, regardless of the plurality of defendants or parties. warranty claims. This contract is governed by French law. Any dispute arising from this contract, including its validity, interpretation, execution, termination, consequences and consequences, will be submitted to the competent courts of common law.

In accordance with Directive 90/314 of June 13, 1990 of the Council of the European Community, the rental or cruise as offered by NAUTIC-EXPERIENCES PRO does not constitute a package. In the event of a dispute, the Commercial Court of the place of embarkation will be the sole competent authority (Brussels Convention of 09/21/68, article 5/1). The legal relations between NAUTIC-EXPERIENCES PRO and each service provider specifically concern the establishment of a rental or charter contract. NAUTIC-EXPERIENCES PRO cannot intervene in the execution of the rental contract, each service provider acting as an independent rental company. Once picked up by the departure base, you fall under the responsibility of the base representative, and NAUTIC-EXPERIENCES PRO is released from any liability concerning complaints and claims,

except in the case of acts or omissions of the part of NAUTIC-EXPERIENCES PRO. If one of the clauses of the contract or of the General Conditions should be declared inapplicable or is invalidated for any reason, this invalidity or inapplicability will not affect the application or validity of the other provisions. These General Conditions of Sale apply to all NAUTIC-EXPERIENCES PRO commercial brands. NAUTIC-EXPERIENCES PRO can never be held liable for indirect damage. After having contacted the NAUTIC-EXPERIENCES PRO customer-tenant service and in the absence of a satisfactory response within 2 months, the customer-renter or his representative may contact the mediator of the Consumer Mediation Center Justice Conciliators, whose contact details and referral procedures are available on its website: [www.cm2c.net](http://www.cm2c.net). Pursuant to article L 121-20-4 of the Consumer Code, the rental or cruise booked by telephone or via the Internet with NAUTIC-EXPERIENCES PRO does not benefit from the right of withdrawal provided for in article L 121-20 of the same code.