

## **GENERAL SALES CONDITIONS OF CABIN CRUISES (V2CàC-2024) from 01 March 2024**

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

**PRICES AND GENERAL CONDITIONS OF HIRING OR CHARTERING :** At the time of booking, the specifics of the vessel, the content of the service and the composition of the crew are clearly defined on the order form. Unless otherwise indicated, cruise fares include :

- The provision and maintenance of the vessel,
- Crew salaries and social security contributions,
- Insurance for the vessel and the professional civil liability of NAUTIC EXPERIENCES PRO or its partner,
- Fuel, oil and consumables for the vessel,
- Three meals per day and specified alcoholic and non-alcoholic beverages (with the exception of lunch on embarkation or disembarkation days).
- Unless otherwise indicated on the order form, fares do not cover :  
Passengers' optional personal insurance (cancellation, illness, accidents, repatriation, baggage, assistance...),
- Air tickets, transfers or any other means of passenger transport from the point of departure to the port of embarkation and return,
- Personal expenses, including telecommunications and onshore expenses of any kind.

In addition, a compulsory flat-rate 'boarding fund', detailed on the order, must be paid in cash on boarding. This covers various expenses such as tourist, ecological and accommodation taxes, port dues, clearances, any replenishment of fresh produce during the cruise, as well as tips to port and anchorage staff.

Mention of the on-board fund is explicit on Passenger offers and contracts, and NAUTIC EXPERIENCES PRO or its partner will not embark a passenger who refuses to pay this amount in advance. Other possible costs to be paid on site may be specified on the order form.

With regard to catering, unless otherwise indicated, the main meals (lunch and dinner) are served at the table or as a buffet, generally with three courses (starter, main course, dessert or cheese), sometimes only two at lunchtime. Breakfast may be self-service. The crew will endeavour to meet passengers' specific dietary requirements, but NAUTIC EXPERIENCES PRO or its partner cannot guarantee full satisfaction. On certain destinations, arrangements can be made to meet requests made at least 15 days in advance.

Provisioning, including fresh, canned and frozen products, is partially carried out at the port of call and is not limited to local products. Cruise fares are all-inclusive, including supplies. For exclusive cruises, an additional fee of €50 to €200 per passenger may be charged if special provisioning is requested, depending on the size and availability of the cruise departure point.

Drinks included, unless otherwise indicated on the order form, cover wines, rum, cocktails, fruit juices, coffees, teas, infusions, milk and soft drinks. Table water is generally supplied from a special tank fed by a fountain with a crushed ice dispenser. Unless otherwise agreed, bottled water, beer, pastis and other alcoholic beverages are not provided. Although the supply of

alcohol is unlimited, its use is subject to moderation. For environmental reasons, NAUTIC EXPERIENCES PRO or its partner may prefer to use large packs to avoid the accumulation of packaging and container waste. The captain has the right to refuse alcoholic drinks to a person who is clearly in a state of inebriation. In some destinations, the drinks offered are locally produced.

As far as comfort is concerned, unless otherwise indicated on the order form, cabins are allocated in the order of registration. If a TWIN or DOUBLE cabin is not available, a triple cabin may be provided at no extra charge. Facilities include a bathroom with washbasin, shower (hot and cold water), WC and fan. The side portholes are sometimes not openable and are designed to prevent any intrusion. The normal use of the toilets is explained when passengers arrive, but any unintended object introduced may result in an unblocking charge. 220 V sockets are not guaranteed in all cabins, but sockets are available in the saloon for recharging electronic devices. Air conditioning, if used, may be limited in time so as not to disturb passengers and neighbouring ships. Before each embarkation, the ship is cleaned. Towels provided include one small and one large per person. A change of hotel linen is provided once a week. Bath sheets are not provided, and no welcome products are supplied. During the cruise, cleaning is carried out only in the common areas, except on ships without a hostess, where the captain is responsible for cleaning the outside of the ship. Luggage is limited to bags or suitcases, which can be stowed in cabins. Passengers are asked to take special precautions with their electronic equipment, in particular to use watertight covers when boarding dinghies and not to leave them visible outside their cabin. NAUTIC EXPERIENCES PRO or its partner advises against taking valuables or large sums of cash on board and declines all responsibility in the event of theft, damage or loss. Passengers are responsible for ensuring that the windows in their cabin are properly closed. NAUTIC EXPERIENCES PRO or its partner cannot guarantee passenger comfort in bad weather conditions.

With regard to common facilities, the dinghy is motorised and can take on board a limited number of passengers simultaneously. A first-aid kit is available on board, containing only the emergency products defined by the Maritime Affairs Department in accordance with CE standards. Passengers are responsible for bringing their own medication.

The equipment provided includes masks, fins and snorkels (customers are encouraged to bring their own fins to guarantee size). Occasionally, paddles and/or kayaks are available depending on the ship's description, but no other water sports equipment such as buoys or boards. For safety reasons, kite surfing, windsurfing, scuba diving and spearfishing are not permitted on board, except with prior written agreement for dedicated or exclusive cruises.

It is possible to fish from the shore, provided that the rules and prohibited areas are respected. Certain types of fishing may present a danger to passengers or vessels, and it is imperative to strictly follow the crew's instructions. Fishing equipment is not provided, and passengers may bring their own. No books or board games are provided on board.

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

If this condition is not met, NAUTIC-EXPERIENCES PRO may consider this to be a cancellation on the part of the cruise operator or its representative and the deposit will not be reimbursed. For any payment coming from abroad, the expenses caused will be the responsibility of the customer or his representative.

**RESERVATION and RENTAL CONTRACT :** Departures are guaranteed, regardless of the occupancy rate of the ship. If the number of passengers is insufficient, the vessel initially scheduled may be replaced by another vessel, potentially of a smaller size, whilst guaranteeing the same criteria of comfort and service. If the cancellation is made by NAUTIC EXPERIENCES

PRO for reasons beyond its control, such as a major breakdown, a delay due to weather conditions, or the unavailability of the vessel, NAUTIC EXPERIENCES PRO will immediately refund the amount paid by the Passenger or his/her representative. The latter will not be entitled to any other reimbursement or additional compensation, in particular with regard to transport or accommodation costs. In the event of a reduction in the duration of the cruise for reasons of force majeure, reimbursement will be limited exclusively to the pro rata of the days not provided. In the event of a diversion required by the Maritime Authorities for safety reasons, NAUTIC EXPERIENCES PRO will not make any refund.

In the event of non-payment of any sum due by virtue of this contract by the Passenger or his/her representative, NAUTIC EXPERIENCES PRO, after a formal notice by e-mail which has remained unanswered for 7 days, or in the absence of payment within 14 days of the due date, reserves the right to consider the contract as broken by the Passenger or his/her representative. In this situation NAUTIC EXPERIENCES PRO may retain all payments already made prior to termination, charge the appropriate cancellation penalties and relet the cabins. No payment of balances on boarding will be accepted.

**CONDITIONS OF CANCELLATION AND MODIFICATION BY NAUTIC EXPERIENCES PRO OR THE SHIPOWNER :** In the event that, due to damage or an obstacle of any kind (whether technical, logistical or due to force majeure), the boat initially scheduled becomes unavailable, NAUTIC EXPERIENCES PRO or the Owner will endeavour to replace it with a boat offering comparable or superior comfort and capacity to those initially scheduled. In the event of absolute impossibility of replacement, NAUTIC EXPERIENCES PRO will return the sums paid for the reservation without the Hirer being able to claim any other reimbursement, damages or interest. In the event of partial cancellation, the same refund conditions will apply, calculated on a pro rata basis for the days the Hirer was deprived of the use of the boat, excluding any other form of financial refund. Expenses incurred by the customer prior to the event, such as visa fees, transport costs, pre- and post-carriage costs, vaccination costs, etc., will not entitle the customer to any reimbursement or compensation.

The organisation of the trip or holiday depends on the minimum number of participants, information which is sent by NAUTIC EXPERIENCES PRO to the person responsible for the booking (whether the end customer or their representative) during the booking procedure.

It is imperative that all parties are informed of the cancellation of the cruise at least twenty-one days before departure. It is important to note that NAUTIC EXPERIENCES PRO cannot be held responsible in the event of an insufficient number of participants.

If the number of participants is less than the minimum required, NAUTIC EXPERIENCES PRO may suggest to the client to maintain the trip by accepting a "small group" surcharge on the initial price. The possible additional cost associated with this option will be communicated to those responsible for reservations who will have the choice of accepting or refusing it.

If this proposal is accepted, the additional cost will be billed to the entire crew. However, this amount will be reimbursed if new participants register before the departure date, thus enabling the initial minimum number required to be reached.

In the event of cancellation, NAUTIC EXPERIENCES PRO will reimburse in full all sums paid by the client at the time of booking, excluding any other form of reimbursement. Expenses previously incurred by the client, such as visa fees, transport costs, pre- and post-transportation costs (including the purchase of air, rail, sea or other transport tickets), vaccination costs, etc., will not give rise to any reimbursement or compensation.

**CONDITIONS FOR CANCELLATION BY THE AGENCY OR THE CUSTOMER :** Pursuant to the provisions of Article L 121-21-8 of the French Consumer Code, the services offered do not benefit from the right of withdrawal provided for in Articles L 121-21 et seq. of the French Consumer Code

relating to distance selling, in particular Article L 221-28. Consequently, the services ordered are subject exclusively to the cancellation and modification conditions set out in these General Terms and Conditions of Sale and the user may not invoke the right of withdrawal. Payment of a deposit constitutes acceptance of the offer and of these General Terms and Conditions of Sale, even if the booking form has not been physically signed.

In the event of cancellation of the reservation by the client or his representative, please send written notification to NAUTIC EXPERIENCES PRO without delay. As the cabin is reserved and blocked for the passenger, this procedure aims to lift the reservation. It should be noted that the passenger has the option of taking out Cancellation Insurance with NAUTIC EXPERIENCES PRO within 7 days of the reservation date or its representative.

The costs retained will be detailed as follows:

From the date of booking 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 lessor's contract will be applied, and NAUTIC EXPERIENCES PRO will retain a lump sum corresponding to 15% of the total amount (excluding options) initially agreed as compensation.

**CONDITIONS OF MODIFICATION BY THE AGENCY OR THE CUSTOMER :** The booking with NAUTIC EXPERIENCES PRO is considered firm and definitive. If the client or their representative wishes to make any changes to the booking, such as the date, the boat or the place of departure, they must submit a written request (by e-mail). This request will be subject to validation by the departure base, and if approved, the customer or their representative will be responsible for the costs associated with these changes. Any request for cancellation or modification must be notified by registered post or by e-mail with acknowledgement of receipt, addressed to the NAUTIC EXPERIENCES PRO head office. In the event of a modification, the desired dates must be specified.

A postponement of dates, if accepted, will not result in a postponement of cancellation fees, which will remain based on the calendar dates of the original booking. Requests for modifications, if feasible, will only be considered if the customer or their representative is up to date with their payments. Each order may only be modified once. The signing of a quotation, an order form, confirmation by e-mail or the payment of an initial deposit, even a partial one, immediately and definitively binds the customer. Cancellations are only possible under the aforementioned conditions.

If the customer fails to show up for boarding or is refused boarding, for whatever reason, this will be considered as a cancellation by the customer on the day of departure. If the customer or their 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 reimbursed immediately. No compensation may be claimed by the client or his representative.

Administrative and health formalities must be carried out at the expense of the client or their representative and on their own initiative. If boarding is not possible because the necessary formalities have not been produced, no refund will be possible.

**INSURANCE :** The cruise fare includes insurance covering the boat and the hirer's liability to third parties in the event of an incident involving the boat. It is important to note that the insurance does not cover the cruiser-hirers, their personal belongings or their individual civil liability. Bicycles, paddles and other hired equipment are also the responsibility of the cruise-hirer, and in the event of loss or theft, the associated costs will be billed to the cruise-hirer.

Hirers/cruisers are strongly advised to take out comprehensive travel insurance, covering various risks such as cancellation, repatriation, loss, damage and theft of luggage or personal belongings, medical expenses, accidents, legal assistance, as well as cancellation of flight tickets or other tickets, and the consequences of any delays.

It should be noted that the insurance included in payment cards can sometimes be restrictive and difficult to apply. In the event of an accident occurring during the hire or cruise, our civil liability insurance cover would only apply in the event of fault on our part. In the absence of any fault on our part having caused the accident, responsibility lies exclusively with the hirer/cruiser's insurance company.

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

**BOARDINGS :** Cabin availability begins on the first day at embarkation time and ends on the eighth day (or the last day for cruises of more than 7 nights), at the disembarkation time stipulated on the order form. This time slot allows the ship to be put in order and the necessary supplies to be made.

Please note that the base does not always offer a luggage storage service. In the event of long delays at embarkation, except for ships booked exclusively, the captain will be obliged to cast off after a reasonable time, so as not to penalise other cruise passengers. In the event of passengers being unable to embark due to their delay, no compensation will be granted, and any attempt to rejoin the ship at a later date, if possible, will be entirely at their expense.

It should be noted that the port of embarkation mentioned in our offers is indicative; the embarkation card always indicates the precise point of departure of the trip.

**BEHAVIOUR - RESPONSIBILITIES & FORCE MAJEURE :** Cruise customers formally undertake to observe and scrupulously respect the safety directives issued by NAUTIC EXPERIENCES PRO or its partner, whether during the briefing given by the crew during boarding or through the information displayed on the panel in the square. This includes in particular strict compliance with restrictions regarding the consumption of alcohol or tobacco. Before departure, cruise customers must sign the safety instructions, the detailed text of which is provided for prior consultation. In accordance with the preferential customs regimes applicable to ships, it is imperative to emphasize that depending on certain destinations, no goods or items of supply can be unloaded on land.

Each cruise customer remains responsible for any damage or loss of equipment, as well as the payment of services incumbent on them, such as wireless communications or others, and which remain unpaid. If sailing at night, in unfavorable weather, in certain anchorages or for safety reasons, the crew may have to sleep in the saloon. In certain situations, in certain countries or on certain ships, the crew may request occasional use of the bathrooms from passengers, a request which the latter have the right to refuse.

NAUTIC EXPERIENCES PRO or its partner reserves the right to immediately cancel any reservation, without any refund, if the behavior of a cruise passenger is deemed dangerous for themselves or others, if it results in or is likely to cause harm to persons or service providers, if it represents a threat in any form whatsoever, or if it is likely to cause a public nuisance, or if the cruise customer does not comply with the instructions or on the orders of the Skipper or Commander.

It should be noted that some activities offered during the cruise carry a higher level of risk, and cruise guests fully accept and understand the associated risks, taking responsibility for their own actions.

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 external to the parties, "lockouts" or any other social conflict, demonstrations, riots, blockades, invasions, wars, fires, explosions, sabotage, serious 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 cruise line customer 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 cruise customers themselves (excluding strikes, delays, cancellations affecting transport, companies, ports, airports and related services), lost cruise days, from one 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.

**CHARTER - PRACTICAL INFORMATION - SAFETY RULES AND REGULATIONS FOR USE OF CRUISE CUSTOMERS:** The welcome for cruise customers will include a detailed explanation of the safety measures on board and the rules of life on board:

- Water and electricity management.
- Explanation of how the toilets work.
- Policy of not wearing shoes on board, with the exception of those specifically dedicated to the boat and not used on land.
- Prohibition on introducing sand or sea water inside the vessel to prevent any damage to the floors and risk of falls.
- Systematic verification of the closing of refrigerator and freezer doors.
- Communication of information relating to the cruise program, including stages, available activities (bars, restaurants, snorkeling, shore excursions, etc.).
- Taking a tour of the ship with cruise passengers.

ONBOARD CASH if indicated in the quote and booking confirmation: Explanations concerning the use of the kitty between crew members will be provided. This fund will help cover common expenses such as shipping, fuel and food. Given the variability of these costs, which can be influenced by the weather or sudden collective desires, the cruise program may be subject to adjustments directly impacting costs. The goal of the onboard cash register is to distribute these

costs equitably among cruise lines. Please note that certain expenses may be included in the initial price of the cruise, and any excess remaining in the fund will be redistributed among passengers at the end of the trip.

**SAFETY INSTRUCTIONS ON BOARD AND WHILE SWIMMING:** Cruise customers formally undertake to scrupulously respect the safety rules displayed inside the ship. They are required to participate in the safety briefing and sign the corresponding report before departure. Cruise customers are strictly prohibited from opposing the Shipowner's "Internal Sailing Regulations".

No person not appearing on the list of cruise customers is authorized to be brought on board without the express authorization of the Skipper or Captain. Cruise customers are under no circumstances authorized to pilot the dinghy unless they have obtained prior authorization from the Skipper or Captain and are in the presence of a member of the crew.

It is strictly prohibited to take on board any illicit weapon, substance or material, whether in France or in the countries crossed during the cruise. In the event of non-compliance with this rule, any fine or financial consequence, both for the cruise customer and for NAUTIC-EXPERIENCES PRO or the partner shipowner, will be entirely the sole responsibility of the cruise customer concerned. The crew has the duty to immediately disembark any offender and to inform the competent authorities.

The Skipper or Captain is authorized to disembark any cruise customer who does not respect safety rules or whose behavior could endanger or seriously indispose other cruise customers, crew members, or compromise the safety of the ship. Likewise, disembarkation for health reasons incompatible with the cruise is at the discretion of the Skipper or Captain, and the fact of not having previously detected such an incompatibility does not imply acceptance of responsibility.

In the event of non-boarding or disembarkation of cruise customers, whether on their own initiative, that of the Skipper or Captain or local authorities, for reasons such as transport delays, non-compliance of travel documents, personal convenience, health, aptitude, behavior, illegal acts, etc., NAUTIC-EXPERIENCES PRO or the partner shipowner will under no circumstances be required to provide any assistance or to cover costs such as accommodation, repatriation, fines, legal and medical assistance, etc. In these situations, no refunds or price reductions will be granted.

Any costs of repatriation or accommodation of cruise customers disembarking early for whatever reason, fees and costs for intervention on board or on land by health professionals or assistance concerning cruise customers, fines, legal costs, penalties, as well as all miscellaneous costs incurred by cruise customers as a result of their behavior, will be the sole responsibility of the cruise customers concerned.

The directives include points such as man overboard procedures, the location of fire extinguishers, the obligation to wear a life jacket when moving on deck, and the need to respect the instructions of the Skipper or the Captain. Specific information is also provided for disembarking, swimming, closing portholes, child safety on board, no smoking, and sun exposure precautions.

**RULES OF "KNOWING TO TRAVEL TOGETHER":**

- The formal ban on bringing weapons or illicit substances on board.
- The importance of respecting safety instructions and advice from the crew.
- Financial responsibility in the event of damage or loss of on-board equipment.
- The call for an attitude respectful of the dignity and freedom of each person to promote harmonious cohabitation.

## CREW DUTIES:

The Skipper or Captain is responsible for driving the vessel, exterior cleaning, maintenance, administrative procedures, and watches. Crew members, whether sailors, stewards or hostesses, have varied roles such as cooking, serving, provisioning, cleaning interior common areas, and taking shifts. Local maritime regulations are applied, and terms used in documents are inclusive of all genres.

**SPECIAL REQUIREMENTS AND DISABLED CUSTOMERS :** It is crucial that the cruise customer or their representative informs us of specific needs and requirements (diet, 220V equipment for fitting, 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 or cruise.

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.

In the interest of safety, NAUTIC EXPERIENCES PRO cannot take on board passengers with mental disabilities or people in wheelchairs. In addition, for logistical reasons, only one disabled person is accepted per cruise, including the visually or hearing impaired, provided they are able to walk and accompanied by an able-bodied person who can provide assistance. The reservation may be canceled in the absence of a medical certificate attesting to the passenger's fitness to participate in the cruise (model available on request), resulting in the application of the specified cancellation fees.

**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 done by sail for catamarans, often by motor for schooners, except in the event of contrary wind, insufficient wind or other maritime or meteorological phenomena, as well as to respect specific schedules, where the Use of motors 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 cruise customers or their representatives to ensure possession and presentation of valid travel documents, such as passports and visas



required for entry into the countries visited, including cruise stops. transit. The cruise customer is solely responsible for the conformity of travel documents, passports, any visas and vaccination certificates, both for themselves and for those accompanying them. 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 cruise customer 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 cruise customer or their representative of their 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 cruise line customer to consult the Consulates concerned, in particular for entry-exit authorizations for minors. Proactive customer-cruiseline collaboration is crucial to ensuring a pleasant and worry-free sailing experience.

**PETS :** Pets are not allowed on our cruises.

**DISPUTES and COMPLAINTS :** In the event of technical or logistical problems, cruise customers, or their representatives, are required to immediately present these questions or complaints to the base authorities and NAUTIC-EXPERIENCES PRO representatives 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 rental or cruise ends.

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. 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 contacting NAUTIC-EXPERIENCES PRO Customer Service and in the absence of a satisfactory response within 2 months, the cruise customer or their representative may contact the mediator of the Consumer Conciliators Mediation Center. Justice, 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.