

### MOORING RESERVATION CANCELLATION POLICY

In accordance with current legislation and marina regulations, we have established the following cancellation policy for mooring reservations. This policy is applicable to all bookings made at our marina and aims to ensure fairness and transparency in our operations.

1. Cancellations with full refund:
  - Cancellations made more than 30 calendar days before the start date of the booking will be refunded in full.
2. Cancellations with partial refund:
  - Cancellations made between 15 and 30 calendar days before the start date of the reservation will incur a penalty of 25% of the total amount of the reservation, as long as the period of 14 calendar days has elapsed since the booking was made. Period established in article 71 of Royal Legislative Decree 1/2007, of 16 November, which approves the revised text of the General Law for the Defence of Consumers and Users and other complementary laws (hereinafter, **LGDCU**).
  - Cancellations made between 7 and 14 calendar days before the start date of the reservation will be subject to a penalty of 50% of the total amount of the reservation, as long as the period of 14 calendar days established in article 71 of the LGDCU has elapsed since the reservation was made.
3. Cancellations without refund:
  - Cancellations made less than 7 calendar days before the start date of the reservation will not be entitled to a refund, as long as the period of 14 calendar days established in article 71 of the LGDCU has elapsed since the reservation was made.
4. Modification of Reservations:
  - Booking modification requests will be considered on a case-by-case basis and are subject to mooring availability and may incur additional costs.
  - Requests to shorten the duration of the booking after the start of the booking shall not entitle to a partial reimbursement.

Refunds will be processed within 14 calendar days from the date of acceptance of the cancellation, via bank transfer.

Any request for cancellation or modification must be sent in writing to the email address [administracio@marinapalamos.com](mailto:administracio@marinapalamos.com) clearly indicating the name of the vessel.

For any further questions or assistance, please contact our customer service team.

This policy is valid from the date of issue and is included as an integral part of the terms and conditions of your booking.

Kind regards,

Port Marina Palamós



In Palamós, 04th de November 2024