Sardegna Luxury Terms and Conditions

Sardegna Luxury Boat Rental & Concierge Services

These general terms apply to services booked with or through Sardegna Luxury, including boat rentals, yacht charters, transfers, helicopter services, luxury car tours, private experiences and concierge services. The written Booking Offer or Booking Summary is the official booking document for the specific services listed in it.

1 Who provides your service

When Sardegna Luxury contracts with you to provide a service, we are responsible for our contractual obligations, including where we engage another operator to perform the service on our behalf.

Sardegna Luxury is your point of contact for bookings and related communications. Where a service is provided by a carefully selected independent supplier, we coordinate the booking and communications with that supplier. For each service, the Booking Offer or Booking Summary identifies the provider, the contracting party, who receives payment and what Sardegna Luxury is responsible for. Where Sardegna Luxury provides concierge, booking assistance or coordination, we are responsible for the services we agree to provide. Where we are authorised to collect an amount for a supplier, the booking document identifies that amount and the recipient on whose behalf we collect it.

If an arrangement qualifies as a package or linked travel arrangement under applicable law, the relevant statutory rights and obligations apply. We will identify the applicable arrangement and provide the required information before you commit.

2 Offers and booking confirmation

You can request a booking by email, phone, through our website or client area when available, or through an authorised representative. Before you commit, we provide a written Booking Offer or Booking Summary identifying the services, dates, itinerary or scope, inclusions and exclusions, total price including applicable taxes and mandatory charges, or how any charge that cannot be calculated in advance will be determined. It also specifies the payment schedule, any deposit, the balance, the payment recipient, and the applicable amendment, cancellation and refund terms. It identifies any separate supplier terms or agreement you must accept, which are made available before you commit.

To book, accept the offer and complete the required steps, which may include payment and signature of an operator's agreement. For services contracted with Sardegna Luxury, the booking is confirmed when we send written confirmation after the required steps are complete. Where the supplier is the contracting party, its disclosed terms govern when the booking becomes binding. We will communicate the confirmed status in writing. An enquiry, quote or payment acknowledgement alone does not confirm a booking. If a required payment is received for a service that cannot be confirmed, the recipient will return it promptly, subject to any separately agreed planning service and applicable law.

Once accepted and confirmed, the Booking Offer or Booking Summary records the agreed booking. Its specific terms apply to the relevant services and take precedence over these general terms where they differ, subject to mandatory law. Any separate supplier agreement disclosed and accepted before booking governs the service for which that supplier is the contracting party. We send your confirmation or voucher with the booking reference by email or make it available through the client area in a format you can save. Please check the details promptly and report any error. The person booking must have authority to act for the group and share the applicable safety

and participation requirements. A later voucher or invoice changes the agreed terms only with your agreement or where applicable law permits.

3 Currency and payments

Sardegna Luxury quotes and receives payments in euros (EUR). You can always pay by bank transfer. Neither Sardegna Luxury nor its suppliers add a percentage surcharge for this payment method. Your bank may charge its own transfer or currency conversion fees.

Card payment is available when stated in your offer. Where applicable law permits a card surcharge for the specific transaction, Sardegna Luxury or the supplier receiving payment may apply a fee of 3% to 5%, depending on the card used. The offer or payment instructions identify who charges the fee and show the exact rate, fee and total before you authorise payment.

Sardegna Luxury does not accept cryptocurrency, including for deposits, balances, concierge fees or amounts we collect on a supplier's behalf. Selected suppliers may accept cryptocurrency directly for amounts payable to them if the supplier confirms the option and its payment terms in writing for that booking. The supplier provides the payment instructions and confirms the amount due, currency conversion if relevant, and refund terms before payment. Payment goes directly to the supplier and is handled by the supplier under its agreement with you, subject to applicable law.

The offer identifies who invoices each amount and who receives it. Where Sardegna Luxury is authorised to collect a supplier's payment, the offer identifies the amount collected on its behalf. We or the supplier issue the applicable invoice or payment document for our respective amounts or roles.

4 Deposits and balances

Deposit requirements, balance amounts and deadlines vary by service. Where the standard payment schedule applies, a 50% booking deposit is due on confirmation and the balance is due 15 to 30 days before the scheduled check-in or service start. Your Booking Offer or Booking Summary specifies the exact amounts, payment dates and recipients, as well as any requirement for full payment or a security deposit. A payment is treated as a confirmatory deposit (caparra confirmatoria) only where expressly agreed as such and subject to applicable law.

If a payment is overdue, we or the relevant supplier may cancel under the terms disclosed for that booking after giving any notice or opportunity to pay required by those terms or applicable law. Amounts retained or still due are determined under the applicable cancellation or deposit terms and the law. Payments already made are credited against any cancellation charge for the same amount or service, with no double recovery.

5 Concierge and planning fees

Where applicable, we quote our fees before you accept the offer or authorise work. These may include a reservation or research fee of EUR 50 to EUR 150 per hour, a service charge of up to 20% for complex arrangements, or a fixed planning fee of EUR 300 to EUR 3,000 for bespoke itineraries and events. An agreed short-notice, weekend or out-of-hours service fee may also apply where the nature or timing of the work requires it.

The offer explains whether a fee is included in the total, charged separately or credited toward a later booking. If we charge hourly, we disclose the rate and any agreed estimate or limit. We obtain your approval for any increase in the agreed scope or fees. Where you separately commission planning or sourcing, the offer states when the fee is earned and what is refundable if work is cancelled, subject to mandatory rights. The quote also discloses any agreed fee for a discretionary amendment or payment-method change before you authorise it.

6 Prices and extras

Prices are subject to availability until confirmation. Once confirmed, the agreed price applies, subject to variable charges disclosed in advance, changes you approve and any adjustment expressly permitted by applicable law and the agreement. If availability or pricing changes before confirmation, we will send a revised offer for your approval.

For yacht bookings, the offer specifies whether fuel, crew, mooring, catering and equipment are included. It also sets out any security deposit, Advance Provisioning Allowance (APA), or variable or optional charges that apply. Where an APA is required, the charter documents identify who holds it, the permitted expenses and how the balance or shortfall will be settled. Optional extras are payable only if agreed. The amount or basis for calculating mandatory extras is disclosed before booking.

7 Goods tickets and reservations

When we source goods, tickets or reservations through an independent supplier, we identify the seller or operator and tell you who contracts with you. We obtain your approval for any premium above face value and any sourcing, delivery or service charge before purchase. Ticket restrictions, cancellation, postponement, transfer and returns are governed by the disclosed terms and applicable law. Where a supplier is responsible for a claim or refund, we will pass your request to the supplier and communicate its response to you. If Sardegna Luxury is the seller or contracting provider, we handle the corresponding obligations directly.

8 Changes requested by you

Send amendment requests in writing to info@sardegnaluxury.com or through the client area where available. Changes are subject to availability and any required supplier approval. Before proceeding, we explain the impact on price, including agreed amendment costs and supplier charges. If a change requires cancellation and rebooking, we explain the applicable charges before you authorise it. The booking remains in place unless the change is agreed or you cancel it. Statutory transfer rights apply where relevant. Other substitutions depend on availability, operator approval and applicable eligibility requirements.

9 Cancellations by you

Cancel in writing to info@sardegnaluxury.com or through the client area where available. For services contracted with Sardegna Luxury, the cancellation date is the date we receive your notice. For services provided by a supplier, send your cancellation notice to Sardegna Luxury using the same contact details. We will promptly forward your notice to the supplier and communicate its response to you. The applicable cancellation terms, including any notice deadlines, are set out in the Booking Offer or Booking Summary or in the supplier terms identified there.

Cancellation terms vary by service. Before you commit, the Booking Offer or Booking Summary specifies the applicable deadlines, charges, refund terms and any rules for partial cancellations or no-shows. Where the booking document states that payments are generally non-refundable on customer cancellation, a refund may still be available if the service is rebooked for the same period. The refund may be reduced by costs and commissions actually incurred, where the agreed terms and applicable law permit. Where a supplier is the contracting party, the booking document identifies the supplier terms that apply.

Amounts already paid count toward any cancellation charge due for the same service, and any resulting overpayment is refunded. Refunds are handled by the party responsible under the booking terms and applicable law. Insurance claims are handled by your insurer.

10 Weather and changes by the provider

Adverse weather, unsafe conditions at sea or on land, or operating restrictions may require a service to be delayed, changed or cancelled. The service provider makes the operational and safety decision and confirms whether the service can go ahead. If the provider confirms that the service cannot safely proceed, it may be rescheduled by agreement and subject to availability, or fully refunded where the applicable booking terms or law provide for it. Where a supplier is the contracting party, the supplier's weather, safety and refund terms are confirmed before booking and identified in the Booking Offer or Booking Summary. Any mandatory rights under applicable law are preserved.

If Sardegna Luxury cancels or materially changes a service it has contracted to provide, we will contact you promptly. We may offer a rescheduled service, a comparable replacement at no extra cost, or credit if you choose to accept it. If we cancel and you decline an alternative, we refund the amounts paid for the cancelled service. If Sardegna Luxury materially changes a service before it starts and you decline the replacement, rescheduled date or credit, you may cancel the affected service for a full refund. If the service has already started, available remedies, including any price reduction, are determined under the contract and applicable law. Where a supplier is the contracting party, we communicate its decision and coordinate the options available under the supplier agreement and applicable law.

If an event beyond reasonable control prevents or delays performance despite reasonable steps to avoid or limit its impact, the affected party will give notice as soon as reasonably possible. Refunds and other remedies are determined under the contract and applicable law. A safety or force majeure event does not automatically remove any right to a refund. Where a refund is due, the party responsible will process it promptly within any applicable legal deadline.

11 Consumer withdrawal rights

Where applicable, consumers can exercise the statutory right to withdraw from a distance or off-premises contract within 14 days. We provide the applicable instructions and form before booking. For qualifying fixed-date leisure services, accommodation other than for residential purposes, car rental or catering, the statutory withdrawal right may be excluded under Article 59 of the Italian Consumer Code. Passenger transport and package travel may be subject to distinct rules. An exclusion of the statutory withdrawal right does not remove any cancellation or refund rights available under the booking terms or applicable law. If you expressly ask us to start a service during the withdrawal period, any amount due for work performed and any loss of the right after full performance are governed by the applicable statutory conditions.

12 Guest responsibilities and safety

Check your joining instructions, arrival time, passenger names and any applicable travel documents, entry requirements, licences or permissions. This is particularly important for international itineraries. Tell us in advance about accessibility needs, the ages of children and any other information needed to assess whether the service is suitable. A parent or legal guardian must arrange services for minors and ensure they are supervised as required.

Follow the captain's, crew's or operator's reasonable instructions and the applicable safety and conduct rules. An operator may refuse boarding or stop a service where conduct is unlawful or creates a material safety risk. Any resulting charge or refund is governed by the booking terms and applicable law. Guests are responsible for loss or damage they cause to the extent provided by law. Where a security deposit is required, its amount, recipient, permitted deductions and release terms are set out before booking.

13 Responsibility and insurance

Sardegna Luxury exercises reasonable care and skill in providing its own services and arranging third-party services. Where a supplier is the contracting party, it is responsible for performing its contract. Sardegna Luxury remains responsible for its own acts and omissions and for any duties imposed by its contractual role or applicable law. These terms preserve mandatory rights and liability that cannot lawfully be excluded or limited.

We recommend considering travel insurance that covers cancellation, medical costs, personal liability and the activities booked. Personal travel insurance is separate from any operator insurance required by law or stated in your booking documents.

14 Support complaints and disputes

If a problem arises during a service, contact Sardegna Luxury promptly so we can coordinate with the provider while the service is underway. For an immediate safety issue, alert the staff on site. For written complaints, email info@sardegnaluxury.com and include the booking reference and relevant details. A delay in reporting does not automatically extinguish your rights. We handle complaints about our services. For supplier-provided services, we pass your complaint to the supplier and communicate its response to you.

Italian law governs contracts with Sardegna Luxury, subject to mandatory protections that apply to the customer under applicable law. The competent court is determined under the applicable jurisdiction rules, including any mandatory consumer forum. The parties may seek an amicable resolution or use available alternative dispute resolution without affecting their right to seek legal remedies. If a provision is invalid, the remainder applies insofar as it can operate independently.

15 Business and contact details

Sardegna Luxury Boat Rental & Concierge Services is the trading name of Kamila Tvarogova, an Italian sole trader.

Business address — Località Abbiadori SNC, c/o CFC S.r.l., 07021 Arzachena, Sardinia, Italy

Italian VAT number — 02789450901

Email — info@sardegnaluxury.com

Telephone — +39 327 776 3712

Website — www.sardegnaluxury.com