

TERMS & CONDITIONS

Operated by: YACHTS HUB PORTAL LLC

Trade License No. 1512494 – Department of Economy & Tourism, Dubai, UAE

Website: www.yachtshub.com

By accessing or using the Yachts Hub website, mobile application, or any connected services (collectively, “**the Platform**”), you confirm that you have read, understood, and agree to be bound by these Terms & Conditions and our Privacy Policy.

If you do not agree, you must discontinue use immediately.

The terms “**Yachts Hub**”, “**We**”, “**Us**”, “**Our**” refer to **YACHTS HUB PORTAL LLC**, and “**You**”, “**User**”, “**Customer**” refer to any person or entity accessing or using the Platform.

We reserve the right to update or modify these Terms at any time. Changes take effect once published, and continued use constitutes acceptance.

1. Nature Of The Platform

Yachts Hub is an online booking marketplace connecting users with licensed maritime operators and service providers. Through the Platform, users can schedule and book the following categories:

- **Yacht Charters** – private rental for leisure, events & sea experiences
- **Yacht Cleaning Services** – interior/exterior washdown & maintenance
- **Crew Rental** – captains, deckhands & professional hospitality crew

Yachts Hub acts **only as an intermediary and is not the direct service provider**.

All service delivery, safety, insurance, quality, and operational responsibility lie with the selected provider.

2. Bookings & Service Responsibility

- Prices, scheduling, and availability are set by providers and displayed on the Platform.
- Yachts Hub is not liable for performance, safety standards, vessel condition, delayed operations, or service experience.
- Any claims or disputes related to service execution must be addressed with the provider directly.

3. User Eligibility & Platform Conduct

By using the Platform, you agree that you:

- Are legally permitted to enter binding agreements
- Will provide accurate information when making bookings
- Will not misuse, disrupt, manipulate, or extract Platform data

- Will maintain account confidentiality and be responsible for actions executed under your login

Yachts Hub may suspend or terminate access for misuse, non-compliance, or suspected fraud.

4. Intellectual Property

All trademarks, branding, photos, videos, listings, code, UI, written content, and media elements are property of Yachts Hub or its licensors.

You may not copy, store, scrape, reproduce, resell, or use any intellectual content for commercial purposes without written authorization.

5. Payments

- All payments are processed securely through MyFatoorah.
- Yachts Hub does not store full card credentials; processing is PCI-DSS compliant.
- A booking is confirmed only after successful payment authorization.
- Refunds and reversals (when applicable) will be issued to the original payment source.
- Processing time may vary by bank or card issuer.

6. Cancellation & Refund Policy

Cancellations must be processed through the Platform and are subject to the following refund terms:

Notice Period Before Trip	Refund
72 Hours & more	100%
48-72 hours	50%
Less than 48 hours	0%

Refunds exclude transaction fees where applicable.

7. Rescheduling Policy

Notice Period Before Trip	Rescheduling Fee
72 Hours & more	Free reschedule (one-time only)
48-72 hours	25% of booking amount
Less than 48 hours	Not allowed (treated as a late cancellation)

Additional notes:

- Bookings may only be rescheduled one time
- Rescheduling availability depends on provider calendar

8. Warranty & Disclaimer

The Platform is provided "as-is" and "as-available."

Yachts Hub does not guarantee:

- Accuracy of provider listings
- Availability of any vessel, crew, date, or service
- Uninterrupted Platform performance

Use is at your own discretion and risk.

9. Limitation Of Liability

To the maximum extent permitted by law, Yachts Hub shall not be held liable for:

- Damages, loss, injury, or delays linked to booked services
- Indirect or consequential loss (financial, event-related, reputational, or operational)
- Platform downtime, updates, technical faults, or data disruptions

Where liability cannot legally be excluded, it is limited to **the total booking value paid via the Platform.**

10. Indemnification

You agree to indemnify and hold harmless Yachts Hub, its employees, and affiliates from claims arising from:

- Misuse or unauthorized use of the Platform
- Violation of these Terms
- Breach of UAE law or maritime regulations

11. Third-Party Links

The Platform may include links to external sites or partner pages.

Yachts Hub is not responsible for external content, privacy policies, or transactions.

12. Governing Law & Jurisdiction

These Terms are governed by the **laws of the United Arab Emirates.**

Any disputes shall fall under the **exclusive jurisdiction of Dubai Courts**, unless consumer protection law mandates alternative rights.

Company Information

YACHTS HUB PORTAL LLC

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