

# REFUND & CANCELLATION POLICY

Operated by YACHTS HUB PORTAL LLC

Trade License: 1512494 – Dubai, United Arab Emirates

Website: [www.yachtshub.com](http://www.yachtshub.com)

Contact: +971 56 880 8863

Effective Date: 01.12.2025

This Refund & Cancellation Policy applies to bookings made through the Yachts Hub Platform (website & mobile app). By placing a booking, you acknowledge that you understand and agree to these terms.

Yachts Hub acts as an intermediary marketplace connecting customers with licensed third-party maritime operators and service providers. Payments are collected securely on behalf of service providers.

## 1. 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%

- Refund amounts exclude payment gateway charges & processing fees where applicable
- Refunds are issued only to the original payment method
- Processing may take 7-14 business days depending on the bank/card issuer

## 2. 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)

Conditions:

- Rescheduling is allowed only once
- Subject to provider availability

Phone: + 971 56 88 0 88 63

Email: [support@yachtshub.com](mailto:support@yachtshub.com)

### 3. New Year's Eve (NYE) Special Policy

This policy applies only to December 31 bookings and overrides all other policies.

- No cancellation. No refund.
- No rescheduling.
- Unused or partially used hours are non-refundable.
- Early return does not qualify for any refund or credit.
- Weather conditions are expected on NYE and are not a valid reason for cancellation or refund.
- The captain may adjust or shorten the trip for safety reasons without refund.

### 4. Provider Cancellation (Weather, Safety, Operational Issues)

If a provider cancels due to:

- Safety or maritime regulations
- Mechanical or operational issues
- Government or port authority instructions
- Severe weather conditions

The customer may choose between:

- ✓ Full refund, or
- ✓ Reschedule credit to the next available date

Yachts Hub is not responsible for travel expenses, lost events, or other claims arising from provider cancellations.

### 5. No-Show Policy

Non-refundable if:

- Customer arrives late beyond captain/provider wait limit
- Incorrect meeting location
- Required documents, permits, or ID not provided
- Customer is unreachable 15–30 minutes before departure

### 6. Refund Processing

- Refunds credited back to original source of payment
- Timeline: 7–14 business days (varies by bank/payment processor)
- Yachts Hub does not control bank settlement timelines

## 7. Non-Refundable Services

- Holiday & peak season bookings (e.g., New Year's Eve)
- Packages including catering, decorations, entertainers, or custom add-ons
- Promotions or discounted bookings

These services are not eligible for refund unless the provider cancels.

## 8. How To Request A Refund

Refund requests must be submitted in writing:

 [support@yachtshub.com](mailto:support@yachtshub.com)

 +971 56 880 8863

 Business Hours: 10 AM – 7 PM (UAE Time)

## 9. Policy Acceptance

By placing a booking on the Yachts Hub Platform, the Customer confirms acceptance of this Refund & Cancellation Policy.

Company Information

**YACHTS HUB PORTAL LLC**

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Dubai, United Arab Emirates

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