

## Darsena Medicea – Marina di Portoferraio

### **CANCELLATION PENALTIES – HIGH SEASON (July, August and weekend-bridges) booking for 1 or 2 nights**

deposit 100% of the total amount to be paid by credit card on confirmation

**Cancellation (to be communicated by email) up to 20 days before arrival:** no penalty will be applied, and the deposit will be fully refunded.

**Cancellation (to be communicated by email) from 19 to 4 days before arrival:** an amount equal to **30% of the total value of the booked service** will be retained.

**Cancellation (to be communicated by email) from 3 days before arrival until 12:00 on the day of arrival:** an amount equal to **50% of the total value of the booked service** will be retained.

In case of cancellation **after 12:00 on the day of arrival without a documented reason**, or in case of **failure to arrive by 19:00 (7:00 PM) without prior notice (no-show)**, the full amount paid will be retained and the reservation will be **cancelled for the entire period**, without prejudice to the port's right to reassign the berth to other clients.

The Client is required to **confirm their presence by 12:00 (noon) on the day of arrival** by telephone or email, indicating the expected arrival time.

In case the Client doesn't confirm their presence, the berth will be available till 19:00, after this time the operator may assign the berth to other Customers.

### **Modification of reservation**

Only **one modification** is permitted if requested **no later than the day before the arrival date** and subject to authorization.

### **Failure to pay the balance**

The balance must be paid according to the methods and deadlines indicated in the quotation; otherwise, the reservation will be **considered automatically cancelled**.

### **Force majeure**

In the presence of **objectively documented events not attributable to the Client** (such as orders from the Maritime Authority or extraordinary weather-marine events that prevent navigation), the Management may, in accordance with principles of fairness and proper administration, authorize the **rescheduling of the reservation without penalties** or issue a **voucher of equal value valid for 12 months**, subject to availability confirmation.

## Darsena Medicea – Marina di Portoferraio

**CANCELLATION PENALTIES – HIGH SEASON (July, August and weekend-bridges)**  
**booking for 3 nights or more**  
deposit 30% of the total amount

**Cancellation (to be communicated by email) up to 20 days before arrival:** no penalty will be applied and the deposit will be fully refunded.

**Cancellation (to be communicated by email) from 19 to 4 days before arrival:** an amount equal to **20% of the total cost of the booked service** will be retained and the remaining balance will be refunded.

**Cancellation (to be communicated by email) less than 3 days before arrival:** an amount equal to **25% of the total cost of the booked service** will be retained and the remaining balance will be refunded.

In case of cancellation **after 12:00 (noon) on the day of arrival without documented reason**, or in case of **failure to arrive (no-show) without prior notice**, the **entire deposit paid (equal to 30% of the total service amount) will be retained** and the reservation will be **cancelled for the entire booked period**, without prejudice to the port's right to reassign the berth to other Clients.

The Client is required to **confirm their presence by 12:00 (noon) on the day of arrival** by telephone or email, indicating the expected arrival time.

In case the Client doesn't confirm their presence, the berth will be available till 19:00, after this time the operator may assign the berth to other Customers.

### **Modification of reservation**

Only **one modification** is permitted if requested **no later than the day before the arrival date** and subject to authorization.

### **Failure to pay the balance**

The balance must be paid according to the methods and deadlines indicated in the quotation; otherwise, the reservation will be **considered automatically cancelled**.

### **Force majeure**

In the presence of **objectively documented events not attributable to the Client** (such as orders from the Maritime Authority or extraordinary weather-marine events that prevent navigation), the Management may, in accordance with principles of fairness and proper administration, authorize the **rescheduling of the reservation without penalties** or issue a **voucher of equal value valid for 12 months**, subject to availability confirmation.

## Darsena Medicea – Marina di Portoferraio

**CANCELLATION PENALTIES – LOW SEASON** (From September to June, excluding weekend-bridges)  
deposit 30% of the total amount

**Cancellation (to be communicated by email) up to 4 days before arrival:** no penalty will be applied, and the **deposit will be fully refunded**.

**Cancellation (to be communicated by email) from 3 to 1 day before arrival:** **50% of the deposit will be retained** and the remaining amount will be refunded.

**Cancellation (to be communicated by email) on the day of arrival:** the **entire deposit paid will be retained**, equal to **30% of the total amount of the service**.

In case of **cancellation after 10:00 (noon) on the day of arrival without documented reason**, or in case of **failure to arrive (no-show) without prior notice**, the reservation will be **cancelled for the entire booked period**, without prejudice to the port's right to reassign the berth to other Clients.

The Client is required to **confirm their presence by 10:00 (noon) on the day of arrival** by telephone or email, indicating the expected arrival time.

In case the Client doesn't confirm their presence, the berth will be available till 19:00, after this time the operator may assign the berth to other Customers.

### **Modification of reservation**

Only **one modification** is permitted if requested **no later than the day before the arrival date** and subject to authorization.

### **Failure to pay the balance**

The balance must be paid according to the methods and deadlines indicated in the quotation; otherwise, the reservation will be **considered automatically cancelled**.

### **Force majeure**

In the presence of **objectively documented events not attributable to the Client** (such as orders from the Maritime Authority or extraordinary weather-marine events that prevent navigation), the Management may, in accordance with principles of fairness and proper administration, authorize the **rescheduling of the reservation without penalties** or issue a **voucher of equal value valid for 12 months**, subject to availability confirmation.