

Last updated (29.03.2024 - v1.1.3)

Please read these terms and conditions ("terms and conditions", "terms") carefully before using app.mooredsolutions.com website ("website", "service") operated by Moored Solutions LTD ("us", "we", "our").

"The provider" refers directly to Moored Solutions LTD and any of its child subsidiaries and products.

"The system" refers directly to any and all software, hardware and objects that the user can interact with to complete tasks, including but not limited to making bookings, payments and account adjustments.

"The platform" refers to the software subset of the system.

"The user" refers directly to the person that has registered to the platform.

"The client" refers to any clients of the provider. This includes but is not limited to hotels, harbours, and/or marinas

"Transaction" refers to any method of use of the platform that should involve booking, reservation or payment.

"Request" refers to any other interaction with the system.

"mooring" refers to any object (mooring, berth, buoy, etc.) that the user's boat is to be connected to.

By using this website, you certify that you have read and reviewed this Agreement and that you agree to comply with its terms. If you do not want to be bound by the terms of this Agreement, you are advised to stop using the website accordingly. Moored Solutions LTD only grants use and access of this website, its products, and its services to those who have accepted its terms.

1 - Terms of use

1.1 - The user is to stay no longer than the selected duration during the payment process.

1.2 - If the user arrives before their selected time, the provider is not responsible for the user's mooring in the residual time.

1.3 - The user must ensure that correct information is provided during the booking process.

1.4 - The user cannot have more than one unpaid reservation at a time.

1.5 - Moored solutions is not responsible for the location's moorings and only acts as an agent on behalf of the location.

1.6 - The locations Terms and conditions apply when booking a mooring.

2 - Payment

2.1 - The user's booking is confirmed only when the payment transaction has succeeded in entirety.

2.2 - The user's booking is considered confirmed only upon receipt of payment and issuance of a booking confirmation from the provider.

3 - Cancellations and refunds

3.1 - The user can request cancellation of their booking and refunds will be subject to clauses 3.2, 3.3 and 3.4. Under no circumstances will exceptions be made.

3.2 - If cancellation is made more than 14 days before the start of the booking, the user will receive a 90% refund.

3.3 - If cancellation is made less than 14 days but more than 2 days before the start of the booking, the user will receive a 50% refund.

3.4 - If cancellation is made less than 2 days before the start of the booking, the user will receive no refund.

3.5 - If the user's booking has been cancelled by the client or the booking location has been changed by the client, then the user is entitled to a full refund.

3.6 - The provider shall not be liable for any delay, cancellation, or failure to provide services resulting from circumstances beyond our reasonable control including but not limited to the duties of the client.