



LEGAL NOTICE (SUMMARY) – Liveaboard Experiences – Blue Ocean Tours S.L.



Organizer

Blue Ocean Tours S.L. (the “Organization”) organizes and manages all its liveaboard experiences (including surf trips, retreats, expeditions, Open Boat and any onboard program described in each departure sheet).



Capacity requirement

The experience will only take place if 100% of the advertised places for that specific departure are filled, unless the Organization expressly states in writing a different minimum for that departure. Until written confirmation is issued, the departure remains pending and may not take place.



Written confirmation only (“Confirmed Departure”)

A departure is considered guaranteed only when the Organization expressly confirms it in writing through its official channels (email and/or the official WhatsApp number stated in the booking). Verbal statements, third-party messages, or non-official communications do not constitute confirmation.



Cancellation & refund policy

If the required number of places is not reached (or the written minimum, if different), the Organization may cancel the departure with no penalty charged by the Organization to the client. In such case, Blue Ocean Tours S.L. will refund 100% of the amounts paid to the Organization for services not provided, using the same payment method and within the applicable legal timeframe. Only actual, verifiable banking/transfer costs directly related to receiving and returning the payment (e.g., bank fees, international transfer charges, intermediary bank fees and/or exchange rate differences applied by financial institutions) may be deducted.



Flights at client’s risk

The Organization is not responsible for the purchase, changes, cancellations, refunds or penalties of international flights or any third-party services booked by the client (e.g., flights, pre/post hotels, visas, insurance, non-included transfers, etc.). Any flight purchase made before receiving a “Confirmed Departure” is at the client’s sole risk. If the departure is cancelled due to unfilled places, the Organization will not cover or reimburse any losses, penalties or costs related to flights or other third-party services. Clients are strongly advised to book flights only after written confirmation and to choose flexible/refundable tickets and/or cancellation insurance.



Official channels

Only written communications issued by the Organization through its official channels will be valid for confirmations and notifications. The client must provide correct contact details and monitor communications; the Organization is not responsible for delays caused by incorrect details provided by the client.



Governing law & jurisdiction

These conditions are governed by Spanish law. Any disputes will be subject to the courts and tribunals as applicable under Spanish consumer regulations.