MDL MARINAS

Online Visitor Berthing
BOOKING TERMS & CONDITIONS

- These terms and conditions apply when you Book a Visitor Berth or Book out of your Berth at an MDL UK Marina using our website.
- When you complete your Booking, you accept these Terms and any other Terms that you are provided with during the booking process and that are part of your berthing package. If there is any mismatch between the Booking Terms and your specific Berthing Package Terms, the Berthing Package Terms will apply. You'll find our Terms and Policies on our website at www.mdlmarinas.co.uk/policies-and-regulations and your specific Berthing Package Terms in your MyMDL Account.
- We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a Booking. The terms and conditions applying to your Booking will be those in place on the date that you make your Booking.
- To make a Booking, you will need to have an MDL Account. You can sign up for a free Account at mdlrewards.co.uk. Please make sure all your information is correct and up to date, including your email address as you will not receive your Booking confirmation.
- As the person making the Booking, you must be the Boat Owner and you will be responsible for full payment of all monies due.

Bookings

- Bookings can only be made for up to 30 consecutive visitor nights at any one UK MDL Marina.
- To request a Booking, please follow the steps via your MyMDL Account area.
- Your Booking will be confirmed by the marina team. When confirmed, a confirmation email will be sent to the email address you provided at the time of setting up your MDL Account.
- The price of your Booking (including VAT) will be confirmed in your confirmation email.
  If you receive complimentary visitor berthing as part of your Berthing Package, you will not be charged for your Booking.
  If you have an Otium Cruising Bundle, your visitor nights will automatically be taken from your allowance.

If you'd like to pay with Otium points, you will need to contact the marina directly to make your booking.

- If payment is required, your confirmation email will contain a unique payment link and payment is required by credit or debit card within 48 hours to secure your Booking. If payment is not made within 48 hours of the confirmation email the Booking will be cancelled. If booking within 48 hours, payment can be taken via the payment link or in the Marina Office on arrival.
- Additional fees such as harbour dues may be applicable at some locations and will be notified on making a Booking.
- A contract between us will be formed when payment has been made, or in the case of nonpaying MDL berth holders, when email confirmation has been received.
- Your upcoming bookings can be viewed under the 'Your Bookings' tab in your MyMDL Account.
- If you're an MDL berth holder, you will automatically be booked out of your home berth when you Book visitor berthing at another MDL marina.
- If you're an Otium member and you pay for your visitor berthing, you will earn Otium Reward points at the applicable rate which will show in your MyMDL account.
- Otium Rewards are for members of our Otium loyalty programme. There are no membership fees, and it's easy to become a member - just create an Account at mdlrewards.co.uk.
- If your Booking cannot be confirmed, you will be contacted by the marina team to discuss alternative dates.

Cancellations and amends

- If you need to cancel a Booking, you must immediately advise us via your MyMDL Account or by contacting the marina. As soon as you cancel, your Booking will become void and will be removed from your Account. Bookings are non-refundable, including "no shows".
- You can amend your booking to an alternative date up to 24 hours before your arrival date, but the number of days and marina need to remain the same.
- Occasionally, we may have to make changes or cancel the Booking after it has been confirmed and we reserve the right to do so. If we have to make a change or cancel, we will tell you as soon as possible. If there is time to do so before your arrival date, we will offer you the choice of the following options:

(a) accepting the changed date.
(b) accepting the changed marina. If the chosen alternative marina is less expensive than your original one, we will refund the difference but if it is more expensive, we will not ask you to pay any more.
(c) cancelling or accepting the cancellation in which case you will receive a full refund of all monies you have paid to us, which will be refunded to the original payment method. In all cases, our liability for changes and cancellations is limited to offering you the above-mentioned options. We cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation.

Arrival and departure

- Arrival will be from midday across all our UK MDL marinas.
- If you think you're likely to arrive after 5pm, please let your MDL marina know by stating on the Booking form.
- Berths must be vacated by midday on the day of departure. Failure to leave your berth by this time may result in a late departure charge of up to one visitor night additional charge.

General

- If you're an MDL berth holder and you go cruising outside of the MDL network, please 'Book Out' of your berth by going to your MyMDL Account. You will be rewarded with Otium points or a credit on your account (depending on your contract) if a visitor uses your berth (this applies to Berthing Plus Otium, Platinum Plus Otium and Freedom Berthing packages).
- We take reasonable care in providing our Online Visitor Berthing System, but we can't be held responsible for any errors, omissions or any interruptions, - although we will do everything we can to correct/fix them as soon as we can.
- These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with English law.
- If you require further information or have any questions regarding our System or these terms and conditions, then please **click here** to fill out our enquiry form.