

## **RELIABILITY IN THE PROVISION OF WATERING SERVICES.**

---

The watering service provided by APB shall begin at the agreed time, with a maximum margin of 1 hour, and shall not in any event delay the departure of the vessel.

### Scope of the commitment:

- Vessels that fall within the scope of the integrated stopover request procedure (PIDE).

### Points to keep in mind:

- Watering of vessels shall be performed from shore.
- The Shipping Agent shall request the service with prior notice of at least 12 clock hours and the provider shall have accepted the request.
- The request and acceptance imply planning and coordination between the shipping agent and the service provider.
- Provision of the service shall be considered to begin when the team reaches the wharf.

### Compensation if the commitment is not met:

€100 per stopover

### Exclusions:

- When the shipping agent modifies the start time for provision of the service without the provider's consent or when the shipping agent does not request the service with the prior notice required.
- When the vessel is not in position to receive the service at the agreed time.
- Vessels under 500 GT or less than 45 metres in length. Vessels that have berthing arrangements with sailing clubs, shipyards, marinas or special recreational facilities.
- Vessels over 500 GT or more than 45 metres in length in the following cases: Spanish and auxiliary fishing vessels, internal port traffic vessels, recreational vessels, public authority vessels and vessels at anchor.