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# TERMS AND CONDITIONS FOR DAY VISITORS

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## SECTION A: ABOUT US

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The name **CROSSROADS Maldives** is a registered business of Dream Island Development 2 Private Limited. CROSSROADS Maldives provides a wide range of leisure, dining, retail, and entertainment experiences for day visitors. Our Marina at CROSSROADS Maldives offers convenient access via Dhoni and Express Ferry services, ensuring a smooth and enjoyable journey for all our visitors.

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## SECTION B: ABOUT THESE TERMS

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These Terms and Conditions ("Terms") govern your visit and use of the transportation services provided by **CROSSROADS Maldives**, including but not limited to Dhoni transfers and Express Ferry services. By proceeding with your booking or using our transport services, you acknowledge that you have read, understood, and agree to be bound by these Terms. These Terms may be updated periodically, and the most current version will be available on our website. It is your responsibility to review these Terms regularly.

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## SECTION C: PLATFORM TERMS

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Our platform includes the CROSSROADS Maldives website, mobile application, and any other online tools used for booking, managing, or inquiring about our services. By accessing or using our platform, you agree to use it only for legitimate purposes, such as booking your transfers or accessing information related to your visit. Misuse of the platform, including but not limited to fraudulent bookings, automated queries, or unauthorized data collection, is strictly prohibited and may result in termination of access or legal action.

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## SECTION D: RESTRICTED USE OF THE PLATFORM

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We grant you a limited, non-exclusive, and non-transferable right to access and use our platform. You agree not to:

- a. Use the platform for any unlawful, harmful, or fraudulent activity.
- b. Interfere with the operation of the platform, including the use of any software, virus, or device designed to disrupt the functionality of the platform.
- c. Access the platform for any commercial or competitive purpose without our written consent.

Violating these restrictions may result in immediate suspension of your access to the platform and legal action.



## SECTION E: USER ACCOUNT

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To make a booking or utilize certain services, you may need to create an account. You are responsible for maintaining the security and confidentiality of your login information. Any activities conducted under your account will be considered your responsibility, so please safeguard your credentials. Should you suspect unauthorized use of your account, please notify us immediately.

Creating multiple accounts for the same individual or making false bookings is strictly prohibited. We reserve the right to disable or suspend any account that violates these terms.

## SECTION F: CONTENT

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The content on our website and platform, including but not limited to text, images, logos, and graphics, is the exclusive property of **CROSSROADS Maldives**. This content is protected under local and international intellectual property laws. You are prohibited from copying, distributing, modifying, or transmitting any part of the content without prior written consent from us. Any unauthorized use of the content will be subject to legal action.

## SECTION G: PAYMENT

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### 1. Marina Express Ferry:

- a. All payments for the Express Ferry service must be made in advance via our online booking system, accessible through our website or mobile application.
- b. The cost of the Marina Express Ferry is **USD 30 per return trip** for adults, children and infants.
- c. Once payment is made, your ticket will be issued electronically, and you are required to present your booking confirmation before boarding.
- d. Please note that bookings are non-refundable and non-transferable unless specified under Section M.

### 2. Dhoni Transfer:

- a. Dhoni ferry transfers are bookable on a no-charge basis; however, the transfer will only be deemed complimentary upon a **minimum spend of USD 32 per person**. To qualify, visitors must present a valid bill or accumulated bills totaling at least USD 32 prior to departure. If the minimum spend requirement is not met, the applicable transfer charges will be payable at the departure pavilion.
- b. Infants below **02 years old** travel free without any spending conditions.
- c. Once payment is made, your ticket will be issued electronically, and you are required to present your booking confirmation before boarding.
- d. Please note that bookings are non-refundable and non-transferable unless specified outlined in Section M.



## SECTION H: INTELLECTUAL PROPERTY RIGHTS

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All intellectual property rights related to our website, platform, services, and associated materials including, but not limited to, trademarks, trade names, logos, and proprietary content are either the exclusive property of CROSSROADS Maldives or belong to our Business Partners/Tenants and are used with their authorization.

You are granted no rights or licenses to use any intellectual property owned by CROSSROADS Maldives or our Business Partners/Tenants, except as expressly stated in these Terms. Unauthorized use, reproduction, or distribution of any intellectual property featured on our platform, whether owned by us or our Business Partners/Tenants, is strictly prohibited and may result in legal action.

## SECTION I: SPECIFIC TERMS AND CONDITIONS OF PRODUCTS AND SERVICES

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### 1. Dhoni Transfer:

- a. Dhoni services provide approximately **30-minute transfer** between Male' and The Marina at CROSSROADS Maldives.
- b. Visitors are required to arrive at MTCC Henveiru Terminal if traveling from Male' and Hulhumale' MTCC Terminal if traveling from Hulhumale' or departure Pavilion at least **15 minutes prior** to the scheduled departure time. Failure to do so may result in missing the boat.
- c. All boarding gates will close **05 minutes** before the scheduled departure time. Passengers who fail to board by this time will be marked as a **"No Show"**.
- d. Passengers marked as a **"No Show"** (including those who miss the boarding time) are not guaranteed a seat on the next available Dhoni. Rebooking will be subject to availability, and an additional charge will apply.
- e. In the event that the Dhoni Transfer service is unavailable due to **unforeseen circumstances as specified in Section M**, you may claim a refund (processed within 30 days) or choose to reschedule your booking for a future trip, subject to availability, within 30 days of the original travel date.
- f. Please note that the **10:00 AM & 06:25 PM** Dhoni will make a stop at **Hulhumale'**, extending the journey time to approximately **50 minutes**.
- g. Outside food or beverages are **not allowed** to be brought onto any boats, and any food or beverages brought by visitors, other than those for infants, children under 4 years old, or elderly and special needs individuals requiring medically necessary or soluble foods, will be confiscated upon arrival and discarded immediately.
- h. In the event that a visitor misses the last scheduled boat or is unable to be accommodated on any other scheduled boat due to seat unavailability from The Marina at CROSSROADS Maldives, the visitor may choose to hire a private boat from the Marina or arrange their own private speedboat at their own cost. The Marina at CROSSROADS Maldives will not be responsible for any visitors who intentionally or unintentionally miss the scheduled boats.

### 2. Express Ferry Service:

- a. The Express Ferry offers a **15-minute scenic ride** to and from The Marina.
- b. Passengers must be at the departure meeting point **15 minutes prior** to the scheduled time.



- c. All boarding gates will close **05 minutes** before the scheduled departure time. Passengers who fail to board by this time will be marked as a **"No Show"** and may be accommodated on the next available boat **on a waitlist basis**, subject to seat availability.
- d. A minimum of **12 passengers** is required for the ferry to operate. If the minimum number of passengers is not met, you may be transferred to the next available service or opt for a transfer from Velana Airport.
- e. In the event that the Express Ferry service is unavailable due to **unforeseen circumstances as specified in Section M**, you may claim a refund (processed within 30 days) or choose to reschedule your booking for a future trip, subject to availability, within 30 days of the original travel date.
- f. Outside food or beverages are **not allowed** to be brought onto any boats, and any food or beverages brought by visitors, other than those for infants, children under 4 years old, or elderly and special needs individuals requiring medically necessary or soluble foods, will be confiscated upon arrival and discarded immediately.
- g. In the event that a visitor misses the last scheduled boat or is unable to be accommodated on any other scheduled boat due to seat unavailability from The Marina at CROSSROADS Maldives, the visitor may choose to hire a private boat from the Marina or arrange their own private speedboat at their own cost. The Marina at CROSSROADS Maldives will not be responsible for any visitors who intentionally or unintentionally miss the scheduled boats.

### 3. Private Boat Access to The Marina

- a. The Marina at CROSSROADS Maldives is open to guests arriving on private boats from anywhere in the Maldives. Private boats must provide boat details and arrival information in advance and comply with all applicable policies. Local registered boats are exempt from Touch & Go fees or Berthing fees, provided that they do not berth overnight at The Marina.
- b. Outside food or beverages are **not allowed** to be brought onto any boats, and any food or beverages brought by visitors/guests, other than those for infants, children under 4 years old, or elderly and special needs individuals requiring medically necessary or soluble foods, will be confiscated upon arrival and discarded immediately.

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## SECTION J: PRIVACY STATEMENT

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Your privacy is important to us. Any personal data collected during the booking process or during your visit is processed in compliance with local data protection laws. This includes information necessary for booking your transfers, such as your name, contact information, and payment details. We do not sell or share your personal information with third parties unless required by law or with your explicit consent. For more details, please refer to our full **Privacy Policy** on our website.

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## SECTION K: SECURITY

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We take reasonable steps to protect the security of your personal information, both online and offline. However, no system is completely secure. While we strive to protect your data, we cannot guarantee the absolute security of your information. You are responsible for ensuring that any devices or networks you use to access our platform are secure.



## SECTION L: PLATFORM INDEMNITY

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You agree to indemnify and hold **CROSSROADS Maldives**, its affiliates, and its staff harmless from any claims, damages, liabilities, or costs (including legal fees) arising from your breach of these Terms, use of the platform, or any other related activities. This includes any harm caused to other visitors or third parties due to your actions while at **CROSSROADS Maldives** or using our services.

## SECTION M: EVENTS BEYOND OUR CONTROL

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We are not responsible for delays, cancellations, or other service disruptions caused by circumstances beyond our control, including but not limited to weather conditions, natural disasters, government actions, technical failures, or public health emergencies. In such cases, we will endeavor to inform you of any changes to your booking as soon as possible and may offer alternative arrangements or refunds in accordance with our cancellation policy.

## SECTION N: GOVERNING LAW

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These Terms and Conditions are governed by and construed in accordance with the laws of the **Republic of Maldives**. Any disputes arising out of or relating to these terms will be subject to the exclusive jurisdiction of the courts of the Maldives.

## SECTION O: GENERAL TERMS

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- a. **CROSSROADS Maldives** reserves the right to modify or update these Terms at any time without prior notice. It is your responsibility to review the Terms periodically for updates.
- b. Failure by **CROSSROADS Maldives** to enforce any part of these Terms shall not constitute a waiver of that provision or any other provision of these Terms.

## SECTION P: ACCESS TO PREMISES.

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All visitors are granted access **only to the Marina at CROSSROADS Maldives premises**. Access to **Hard Rock Hotel Maldives** and **SAii Lagoon Maldives, Curio Collection by Hilton** is strictly limited to individuals who have confirmed room bookings, are accompanied by company staff, or have prior approval from the General Manager of the respective hotel. Any unauthorized access to these premises will be considered a breach of policy.



## SECTION Q: INTOXICATED VISITORS AND REFUSAL OF FERRY SERVICE

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The following shall be deemed unacceptable behaviour and may result in refusal of service:

- a. Any visitor who is visibly intoxicated or appears to be heavily under the influence of alcohol shall not be permitted to board the visitor ferry due to safety and operational considerations.
- b. Visitors are expected to be in a condition that reasonably allows them to travel safely without posing a risk to themselves, other visitors, or crew members. Any visitor who does not meet this standard will be denied boarding and may be refused further transport services.
- c. In addition, any individual accompanying an intoxicated visitor will also be denied boarding on the same ferry. In such cases, the visitors must arrange and bear the cost of alternative transportation, including hiring a private vessel to depart the island.

This measure is implemented to safeguard the well-being of visitors and crew, and to ensure safe and efficient ferry operations. Any failure to comply with this policy will be considered a violation of CROSSROADS Maldives policies and may result in refusal of service.

Such violations may further be subject to enforcement actions, including the imposition of a travel ban in accordance with **Section R: Travel Ban**.

## SECTION R: TRAVEL BAN

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CROSSROADS Maldives reserves the right to impose a travel ban on any visitor who fails to comply with our policies or engages in behavior deemed detrimental to the safety, security, or enjoyment of other guests and staff. The following outlines the conditions under which a travel ban may be enforced:

### 1. Conditions for Travel Ban

A travel ban may be imposed for violations including, but not limited to:

- a. Disruptive or unlawful behavior.
- b. Violation of CROSSROADS Maldives policies or procedures.
- c. Failure to comply with security protocols or directions from staff.
- d. Threats to the safety of other visitors or staff.
- e. Acts of vandalism, theft, or other criminal activities.
- f. Narcotics
- g. Any form of harassment, **not limited to** verbal abuse, physical intimidation, discriminatory behavior, unwanted sexual advances, offensive remarks, or any other conduct that creates a hostile or uncomfortable environment, will not be tolerated. This includes but is not limited to harassment based on race, gender, sexual orientation, religion, disability, or any other protected status.



## 2. Right to Refuse Entry or Cancel Bookings

CROSSROADS Maldives reserves the right to refuse entry or cancel bookings for individuals or groups who do not comply with our policies, including these Terms. This may include refusal to board transport services or denial of access to the Marina if violations occur. In such cases, refunds will not be issued, and additional legal action may be taken depending on the severity of the violation.

## 3. Duration of Travel Ban

- a. First Offense: A travel ban will be imposed for 3 months for a first-time offense.
- b. Second Offense: For a second violation, the visitor will be banned for 6 months.
- c. Third Offense: For a third violation, the visitor will be banned for 1 year.
- d. Permanent Ban: In severe cases, CROSSROADS Maldives reserves the right to impose a permanent ban.

## 4. Notification and Enforcement

Once a decision to impose a travel ban is made, the visitor will be notified in writing, specifying the reasons and the duration of the ban. Security personnel will monitor entry points to ensure that the banned individual is not granted access to the premises during the ban period.

## 5. Exclusion of Liability

CROSSROADS Maldives shall not be held liable for any distress, emotional distress, or psychological harm resulting from a travel ban imposed due to the visitor's actions. The visitor acknowledges that the ban is a consequence of their behavior, and CROSSROADS Maldives is not responsible for any adverse consequences arising from the enforcement of this policy.

## 6. Record Keeping

All records of travel ban's, including incident reports and written notifications, will be retained by the Security Department for a minimum of five years. These records may be reviewed periodically to determine whether the ban should remain in effect or be lifted.

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## SECTION 5: CONTACT US

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For further assistance, you may contact us via **+960 6651200** or Viber or WhatsApp at **+960 7307000** or visit our website at [www.crossroadsmaldives.com](http://www.crossroadsmaldives.com).