

Terms and Conditions

QUOTATIONS:

Quotations are valid for 7 days, and are estimates only. They may be altered or amended in accordance with the operator or clients requirements.

Relocation fees will be included in the quote if applicable.

CURRENCY:

All quotes and rates are made in Australian Dollars. Payments must be made in Australian Dollars via electronic transfer, bank cheque or credit cards Visa or Mastercard only. Please note a 1.5% fee is added for payment by credit card.

CONFIRMATION OF BOOKING:

A requested booking is only tentative until deposit is received by AROONA Luxury Boat Charters.

DEPOSIT:

At time of booking, an invoice will be sent with payment details. A 25% deposit is required by the due date to confirm charter booking otherwise reservation will automatically be cancelled. Receipt of the deposit by the due date deems the booking is final and subject to Aroona Luxury Boat Charters' Terms and Conditions

CHARTER FEES:

Balance of fees is required within 60 days prior to the commencement date of the charter. At this time final numbers of guests must also be confirmed. If the charter booking is made within 60 days of commencement date, the full fee will be payable to confirm the booking.

CANCELLATION:

All charter cancellations must be received in writing.

Cancellations made prior to 120 days from commencement of the charter will have 50% of the **deposit** refunded. Cancellations made from 119 to 60 days prior to commencement of the charter will forfeit all of the **deposit**, unless a replacement booking can be made, in which case 80% of the **deposit** will be refunded.

Cancellations made 59 to 30 days prior to commencement of the charter will have 50% of the **total fees** paid refunded, unless a replacement booking can be made, in which case 90% of fees will be refunded.

Cancellations made less than 30 days prior to commencement of the charter will forfeit the **total fees** paid, unless a replacement booking can be made, in which case 80% of fees will be funded refunded.

Cancellation due to inclement or unsafe weather will be made at the Captain's discretion and every attempt will be made to reschedule the charter to suit the client. If Aroona Luxury Boat Charters is unable to reschedule the charter at a time that is convenient for the client 50% of the total fees will be refunded.

PLEASE NOTE – TRAVEL INSURANCE is highly recommended from the day you pay your deposit to insure against the loss of deposit or whole charter fee in the event of having to cancel your charter booking, or cancellation due to weather or force majeure. Your insurance should also cover lost baggage, personal items, personal injury and medical evacuation and/or medical expenses. In the event that the charter has commenced and is unable to be completed due to mechanical failure the **charter fee** will be refunded on a **pro rata basis**.

AUTHORITY OF THE CAPTAIN:

The Captain of Aroona shall be suitably qualified and carry the necessary licences for Aroona's specifications. The Charterer recognises the authority of the Captain in all matters, regarding safety (including service of alcohol), navigation and speed of Aroona and associated equipment (tender and sports equipment). The Charterer recognises the authority of the Captain in reference to anchorages and itinerary changes due to weather or Force Majeure. Should the Charterer fail to recognise the authority of the Captain, the owners of Aroona has the right to cancel the charter with all outstanding monies to be settled by the Charterer.

