

TERMS & CONDITIONS



CONFIRMATION OF BOOKING

By paying a deposit (confirmation of a booking) the Charterer acknowledges these Terms and Conditions. A deposit of \$500 is payable upon confirmation, with the **balance** to be paid 3 weeks prior to travel. If a booking is made less than 21 days from cruise date, full payment is required on confirmation.

PRICES & PAYMENT

When you make a Booking, you agree to pay the cost of the cruise, including any charges and taxes that may apply.

Obvious errors and misprints are not binding. For example: if you book a cruise that was mistakenly offered for \$1, your booking may be cancelled and refunded.

Full payment is to be made 3 weeks prior to travel. The total amount due will be calculated on the final number of guests advised at this time. All costs for boat charter and food (if applicable) to be paid as one payment. Please, no individual payments from guests.

The Operator only accepts card payments when purchasing Products aboard the vessel.

CANCELLATIONS & REFUNDS

More than 42 days from travel: Deposit will be refunded.

Between 42 – 21 days: Loss of deposit.

No cancellations within 20 days of travel. Forfeit of full payment will apply.

No Shows: refunds, reschedules, vouchers or credits are not permitted. Missed cruises or late arrivals are automatically considered no shows and are subject to above terms and conditions.

UNEXPECTED, UNFORESEEABLE EVENTS & BAD WEATHER

River City Cruises reserves the right to cancel or reschedule bookings as a result of unexpected, unforeseeable events and bad weather that prevents the purchased service from being delivered.

CHANGES TO CATERING

If catering, final numbers to be advised no later than 2 weeks prior to travel for a buffet meal, or 1 week prior for finger food. Minimum numbers for catering are 20 passengers.

RESPONSIBLE SERVICE OF ALCOHOL

As the licensee, the Operator is bound by the QLD Liquor Act and must abide by the guidelines for the responsible service of alcohol. Please note that it is an offence for individuals to either carry liquor onto the vessel on arrival or from the vessel on disembarkation.

All persons under the age of 25, as per liquor license requirements, will be asked to show photo ID.

The number of passengers UNDER 18 years of age to be disclosed to River City Cruises, by the hirer, at time of booking. Any additional passengers OVER 18 are also required to disclose their age at confirmation of booking.

The hirer agrees that no passengers will supply persons under 18 with alcohol. If this occurs the charter will cease immediately and the hirer automatically forfeits all monies, including the bond.

CHARTER COURSE

The course to be undertaken during the Charter may be agreed in advance with the Operator or Master, however the Charterer acknowledges that the Master always has the sole discretion to take whatever action is necessary to protect and maintain the safety, welfare and good order of the vessel, its passengers and crew.

DISSEMBARKATION

Guests are given a 15 Minute window in which to disembark after a cruise. Time in excess of this 15 min is charged at a pro-rata hourly rate.

RESONSIBILITY OF HIRER

The Charterer is at all times responsible for the conduct of the Charterer's group. The Charterer shall indemnify the Operator in respect of any loss or damage to the vessel or its equipment or fittings howsoever caused by a member of the Charterer's group. Fair wear and tear excepted. A **bond** of \$500 will be required upon boarding the vessel and will be refunded within 24 hours after the finish time of the charter if no damage is found to the vessel and no excessive cleaning is required.

CONDUCT

Passengers arriving intoxicated will not be allowed to board and a refund will not be issued. Passengers are expected to follow crews' directions and vessel signage regarding passenger and boat safety. There is a strict no drugs and no smoking policy. If passengers become aggressive or overly intoxicated, this could lead to the boat returning to its berth and passengers asked to disembark. If this happens, there will be no refund.

ACCESSIBILITY

Passengers must be able to navigate the vessel independently, without the help of assisting devices such as walkers and wheelchairs, due to the restricted space on the boat, gangway, and ladder-style stairs to the upper deck.

PERSONAL BELONGINGS

There is limited space for stowage of walkers and prams and is only available if passengers are expected to continue their journey from a location other than where the cruise started.

River City Cruises is not liable for any personal belongings on-board or on the pontoon.

