



## **Terms and Conditions**

1. A deposit of \$800 per week is required to confirm your booking. If the total hire value is less than \$800, the total hire amount is due on booking. The balance is payable two months prior to your boarding date. Failure to pay amounts by the due date may result in cancellation of your booking.
2. A security bond in cash or credit card is payable on arrival. The bond varies from \$500 to \$1000, depending on the houseboat. This bond is doubled for all male or all female crews. The bond is fully refundable (within 5 days after the end of hire), when the boat is returned on time, clean and in good condition. Any damage will be taken out of the bond at cost.
3. Bookings are accepted on the understanding that we will do all in our power to ensure the boat is available at that time. Should it be unavailable due to mechanical breakdown, unusual river conditions or other unforeseen circumstance, full payment will be refunded to the hirer. The company is not obligated to compensate the hirer for loss of time due to mechanical problems.
4. Cancellation of a booking must be made at least two months prior to hire to be eligible for a refund of deposit. Any other refunds are at the discretion of houseboat management. Travel insurance is recommended. An administration fee of \$100 will be charged on all cancellations. The \$800 Deposit for peak periods i.e. Easter, Christmas, New Year and January) is non-refundable for cancellations.
5. On boarding, you will normally be offered the insurance waiver option. If you are not offered the option, please feel free to ask for it. This is a fee of \$45 per night, which can help you in the case of an insurable incident. Your liability for damage over \$2,500 (insurance excess amount) is limited to \$500, however you will still be liable for minor damage that is not claimable on insurance.
6. The number of people on board is limited to the number of berths by law. At least one member of the crew must be a responsible person over 21 years of age with a driver's licence of at least green P plate status. The boat must be driven in daylight hours only. No pets, (except on specific houseboats by prior arrangement, conditions apply), no firearms, no driving under the influence of drugs or alcohol. No smoking while on board any houseboat, a \$200 cleaning fee will apply if this is not adhered to. If a barbecue is left dirty, there will be a \$50 cleaning fee. No external sound systems to be brought on board.
7. The fuel tank will be full when you board. Fuel used including diesel, unleaded and gas will be charged on your return. We also charge an environmental waste disposal fee of \$15 per night. This assists with septic tank pump out and disposal, rubbish removal and recycling costs.
8. Hire will commence at 3.00pm the first day and the boat is to be returned by 9.30am and disembarked by 10am on the last day.
9. The management reserve the right to refuse or terminate any hire without stating the grounds for refusal or termination, or to convert a hire to a static hire should the crew be deemed to be incompetent drivers after sufficient instruction by our staff.

