

## **Henley Sales & Charter 2011**

**Please note that by chartering a boat from Henley Sales & Charter Ltd. you are agreeing to the following terms and condition of hire.**

Our vessels all operate within the code of conduct adhered to by the Upper Thames Passenger Boat Association and where appropriate governed in their operation by the Maritime and Coastguard Agency.

- 1) A provisional booking is held for 24 hours. If confirmation of the booking with a deposit is not received within this period the reservation is automatically cancelled unless specific arrangements are made with HSC staff by email.
- 2) Details of the trip, such as destination, catering, bar etc. should be clearly stated when making the reservation. The trip may be varied by the Company, or the captain, should the circumstances make this necessary.
- 3) During the hire period, the vessel shall remain under the complete control of the captain and crew and the Hirer shall be responsible for the conduct of the passengers on board.
- 4) The Company may, at the discretion of the captain, vary the course of the voyage should the circumstances so necessitate. The Company does not guarantee that any vessel will commence or complete any journey or any part thereof in any given time or if conditions are beyond the control of the captain.
- 5) The Company will not be liable for any injury, damage, loss, illness, accident or delay to persons embarked or their possessions, howsoever caused, sustained on board the vessel or embarking or disembarking, unless it can be proven to be caused by the negligence of the Company or its staff members.
- 6) No food or drink may be brought on board by passengers other than by prior arrangement with the Company.
- 7) For Henley Regatta and Henley Music Festival and other special event bookings, the deposit is non-refundable unless 3 months written notice is given. The balance of payment due date will be advised to you by the Company.
- 8) The Company reserves the right to alter prices without notice where there is a change in VAT or mooring costs outside of our control.
- 9) It is the responsibility of the Hirer to make sure that the members of the party are aware of the Conditions of Hire.
- 10) Any damages caused to the vessel by guests behaving negligently will be charged for.
- 11) Guests are expected to behave in a responsible manner which ensures their own safety onboard. This includes responsible drinking, suitable clothing and behaviour in accordance with the instructions of the skipper and crew.
- 12) All payments are due 28 days prior to cruise. Overdue accounts will be charged at 2.5% per month until account has been settled in full.
- 13) No refunds will be given due to poor weather conditions. If HSC Boats cancel due to river conditions being unnavigable a full refund will be made.