



CHARLESTOWN
HARBOUR

Charlestown Harbour Vessels

Booking Terms & Conditions

Booking Process

Your booking is not confirmed until we have contacted you directly with confirmation and received your deposit (detailed below). When we write to confirm your booking, we will send you a briefing document detailing our safety policies. Your payment of the deposit indicates your agreement to comply with these policies.

We will also send you a 'Medical Declaration Form' and a 'Next of Kin Form', these should be completed and returned to us at your earliest convenience, and at least 2 weeks prior to the voyage. Also included in our communication with you will be full 'Joining Instructions' for your voyage, which we will send out at least 2 weeks prior to the voyage.

Payments

You will need to secure your booking with a deposit of 25% of the full voyage fee. We will send you an invoice for payment by bank transfer.

The remaining balance of 75% of the full voyage fee is due 6 weeks prior to the start of your voyage. We will send you a reminder, along with the invoice for you to pay your balance.

Cancellation: By You

If you cancel within 14 days of making the booking, the deposit will be refunded to you minus a £35 administration fee per person.

If you cancel more than 14 days after making the booking and more than 8 weeks prior to the start of the voyage, the deposit will not be refunded but the balance will not be payable.

If you cancel within 8 weeks of the start of the voyage, you will be liable to pay the full cost of the voyage. We would make every effort to resell your berth on board. If we succeed, we will refund you the cost of the voyage, minus the deposit.

Cancellation: By Us

In the unlikely event that we are forced to cancel a voyage due to Force Majeure or unforeseeable factors outside our control, we are not liable to refund any voyage payments. However, we would do all that we can to offer an alternative voyage. Suitable travel insurance should always be purchased to ensure you are covered in cases of cancellation.

If we have to cancel a voyage for any other reasons (e.g. mechanical failure), then a full refund or an alternative voyage will be offered.



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In all cases our liability is limited to offering a refund only up to the amount paid, and we will have no further liability to you in respect of consequential economic loss or compensation.

Cancellations due to the Covid-19 Pandemic

In the event that we have to cancel a voyage on account of Covid-19 (e.g. from crew isolation, quarantine, a case on board or the extension / reintroduction of lock-down restrictions), you will receive a full refund, including your deposit.

If you are unable to join the voyage because you or your partner are unwell, this should be covered by your Travel Insurance. However, if you are unable to join the voyage due to other Covid-19 related circumstances (e.g. you have been asked to self-isolate or local lock-down has been introduced in your area), we will issue a full refund on receipt of sufficient evidence. This could include a proof of address in the case of a local lock-down or copy of any communication from the Track and Trace system in the case of self-isolation.

Amendments to Your Booking

Should you wish to amend your booking we will do what we can to accommodate, however this is entirely at our discretion and would be subject to an administration fee of £35 per person. No amendments are possible within 8 weeks of the start of your voyage- amendments in this case would be treated as cancellations, and subject to the above conditions.

Itinerary

We reserve the right to make changes to the scheduled itinerary, and the Skipper's decision on itineraries is final. In the unlikely event of any changes to embarkation/disembarkation ports or times, we will contact you at the earliest possible opportunity.

Health & Safety On Board

Your safety is our primary concern. All vessels that we work with are equipped with all required safety kit, and our professional crew are experienced and highly qualified.

You will receive a comprehensive safety briefing at the start of your voyage, and you must agree to obey any instruction given to you by a member of the crew to the best of your ability.

Sailing is a hands-on experience and your participation is actively encouraged. A reasonable level of mobility and fitness is therefore required. If you or anyone in your party has any concerns about the suitability of sailing on board, please contact us prior to making a booking.

The information you provide on your Medical Declaration Form will be kept confidential, but we will discuss with you any potential issues arising from it. The information you provide will



be kept ashore and on board and referenced in the unlikely event that you fall ill, are injured, or have a medical emergency.

Should the Skipper consider that you are not safe to sail on board as a result of an undisclosed condition, he reserves the right to request you be put ashore. We are not liable for any refunds in this case. The Skipper's decision is final regarding the safety of the vessel and those aboard.

The lower age limit for sailing on board is 18 if unaccompanied, or 12 if accompanied by a parent or guardian.

Consumption of alcohol is at the discretion of the Skipper. The Skipper reserves the absolute right to put anyone ashore who is intoxicated and/or representing a threat to themselves, others on board or the safety of the vessel.

What is Included

- A berth and bedding (not towels)
- All food and soft drinks while onboard (please inform us of any dietary requirements at the time of booking)
- Waterproof jacket and trousers to use during your trip
- All safety equipment
- Mooring and fuel costs

What is not Included

- Towels
- Any meals or refreshments ashore
- Alcohol
- Travel to and from the vessel
- Personal travel insurance

Insurance

Vessels are covered by professional insurance that includes third party liability. This does not cover you for any loss or damage to your property not attributable to our negligence or defects in the vessel. We request that you take out specialist sailing/tallship travel insurance to cover sailing more than 12 miles offshore and including, at a minimum, medical and personal accident expenses, loss and damage to personal effects and voyage cancellation. We reserve the right to ask for proof of your insurance at any time.

Smoking

Irene is a no-smoking vessel, although e-cigarettes/vapes are permitted on deck. Mascotte and Anny are strictly no-smoking below decks and smoking on deck is at the discretion of the Skipper. Please listen to the crew's instructions on safe disposal of cigarette butts.



Coronavirus Policy

This policy is based on looking ahead to the 2021 sailing season. There is no guarantee that trips will be able to go ahead as planned. In line with government guidance as it develops, we may amend or replace this policy at any time. Should our policy change in advance of your trip, we will ensure you receive a copy of the updated policy at the earliest opportunity.

2m social distancing is not always possible on board, but we have additional measures in place to ensure the safety of our guests and crew.

Pre-Arrival

No guest is permitted to join the vessel if they have been contacted by the Track & Trace programme and asked to self-isolate. You should contact us at the earliest opportunity and let us know. You will receive a full refund as detailed above.

If you are displaying symptoms, however minor, you are not permitted to join the vessel. Your Travel Insurance will cover the cost of your trip if you are not able to travel on account of illness.

We will send you a Lateral Flow Test by post in advance of your trip, and ask that you complete this in the 24 hour prior to joining the vessel. In the event that the test result is positive you should remain home and self isolate. Your travel insurance should cover the cost of your voyage in this case, as you yourself are unfit to travel.

The Skipper may request that you take an additional Lateral Flow Test at any time during your trip (this would only be in circumstances when you have been in contact with a lot of people).

All of our crew members will be tested on a weekly basis.

Ensure that you bring sufficient clean or disposable facemasks to use during your trip. You will not be required to wear one at all times, but there will be certain situations where it is a requirement.

Arrival

We may request to take your temperature on arrival, prior to transfer to the vessel. If your temperature is high enough to be of concern, we reserve the right to send you home. Your Travel Insurance should cover the cost of your trip if you are not able to travel on account of displaying symptoms.

Accommodation Spaces



Vessels have mixed accommodation spaces. Whilst we will do everything we can to keep social 'bubbles' in separate sleeping accommodation, we cannot guarantee this. All bunks in shared spaces are fitted with curtains, which we request you use when sharing spaces.

All accommodation spaces are deep cleaned between voyages with high-alcohol content anti-viral disinfectant.

We will require that all guests strip their own beds at the end of a voyage.

We reserve the right to reallocate bunks if necessary to encourage distancing.

Shared Facilities

Galley, saloon, heads and showering facilities are shared on the vessels. All shared areas have a detailed cleaning plan displayed, including instructions for sanitising after each use. We require all guests to follow these instructions.

Individual items such as lifejackets and wet-weather gear are numbered, and guests must only use their allocated kit during the voyage. All kit is sanitised between trips.

We reserve the right to stagger meal-times if necessary to ensure guest safety, and we also encourage eating al fresco on deck whenever possible.

Hands-On Sailing

Sailing aboard is hands-on by its very nature and we retain our commitment to this philosophy. We have several measures in place to encourage safety whilst still providing an immersive experience:

- Masks will be required to be worn when working in close proximity with others
- Hands must be sanitised before and after helming or line-handling
- Where possible we will ask guests to work together within their social 'bubbles'

Track & Trace

We will retain your contact details after the voyage in order to comply with the Government's Track and Trace scheme. We will not use your details for any other reason unless we have received your express permission to do so.