

SAILING BOOKINGS TERMS & CONDITIONS

Charlestown Harbour Vessels

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 trip, 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 lower age limit for sailing on board is 18 if unaccompanied, or 12 if accompanied by a parent or guardian (10 for day sails).

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.

Smoking

There is 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.

Voyage Booking Terms & Conditions

Booking Process

Your booking is not confirmed until we have contacted you directly with confirmation and received your deposit (detailed below).

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.

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, they reserve 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.

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.

If the voyage you book is less than 6 weeks away, you will be required to pay the full amount at the time of booking.

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.

We may occasionally cancel a voyage if we don't have sufficient bookings to cover our costs. In this case you would also be given a full refund.

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.

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.

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.

Day Sail Booking Terms & Conditions

Booking Process

Your booking is not confirmed until we have contacted you directly with confirmation and received your payment.

Included in our communication with you will be full 'Joining Instructions' for your trip which we will send out at least 2 weeks in advance.

Payments

You will need to secure your booking with full payment for your day sail.

Cancellation: By You

If you cancel more than 14 days before your trip we will provide a full refund. If you cancel between 14 and 7 days before your trip, we will provide you with a gift ticket for use on an alternate date. If you cancel within 7 days of your trip your booking will be forfeit. This is because we have to secure sailing crew and stores for the trip in advance, and cannot guarantee last minute bookings.

Cancellation: By Us

If we have to cancel a day sail for any reason (e.g. mechanical failure or crew availability), then a full refund or an alternative voyage will be offered. We may occasionally cancel a voyage if we don't have sufficient bookings to cover our costs. In this case you would also be given a full refund. 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.

Amendments to Your Booking

Should you wish to amend your day sail booking we will do what we can to accommodate, however this is entirely at our discretion and may be subject to an administration fee of £35 per booking. No amendments are possible within 7 days of your day sail, amendments in this case would be treated as cancellations, and subject to the above conditions.