

NEW DAWN TRADERS: VOYAGE BOOKING TERMS AND CONDITIONS

Booking Process

Your booking is not confirmed until we have contacted you directly with confirmation, received your deposit (or full payment if the trip requires this at time of booking) and received any passenger declaration forms required.

Payments

You will need to secure your booking with at least a deposit of 25% of the full voyage fee. Some trips require full payment at the time of booking. If necessary, 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 (or full payment if the trip requires this at time of booking) 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 the full payment was required at the time of booking, 75% will be refunded to you.

If you cancel within 8 weeks of the start of the voyage, you will be liable to pay the full cost of the voyage (unless you are within 14 days of making the booking). 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.

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.

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)

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

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.

CONTACT ship@newdawntraders.com