

BOOKING CONDITIONS

1. A provisional booking is held for 14 days. If a completed booking form and deposit are not received within this period the reservation is automatically cancelled.
2. A booking deposit of £100 is required to secure the booking. The balance of hire is payable 14 days before the charter date. If the booking is made within 14 days of the charter date reserved, the total hire fee is required.
3. If on-board catering is required it is the responsibility of the client to liaise with the chosen caterer directly.
4. The person booking the boat will be held responsible for any loss or damage to the boat. For certain parties e.g. persons under 25 years of age and office parties an additional security deposit of £500.00 will become payable. In instances such as this the person signing the booking form will remain responsible to ensure that no disturbances or damage take place during the charter.
5. Booking cancellations; If you are compelled to cancel your booking, Broads Tours must be notified immediately by you in writing. Broads Tours will endeavour to re-charter the boat, should this be successful only the booking deposit (if applicable) will be forfeited. If Broads Tours are unable to re-charter the boat, the hirer will remain responsible for full payment of the charter price and the cost of goods or services incurred on the hirer's behalf.
6. The charter booking is accepted on the understanding that the craft booked will be placed at the hirer's disposal on the date and time confirmed to the hirer. In the unlikely event that the cruise should not be possible through circumstances beyond our control (mechanical breakdown, bad weather etc) - we will make every effort to provide an alternative boat, this however, cannot be guaranteed. Should it not be possible to provide an alternative boat all monies paid prior to this will be refunded in full and the contract shall be discharged without further liability on either party.
7. During the hire period the vessel is under the complete control of the skipper and crew. The skipper's decision is always final in all circumstances concerning the safety of the vessel. The hirer remains responsible for the conduct of the passengers during the charter.
8. Details of the charter such as catering, bar, entertainment requirements should be clearly stated on the booking form. The charter may be varied by Broads Tours, or its employees should circumstances make this necessary.
9. Broads Tours may at the discretion of the skipper vary the course of the voyage should circumstances make this necessary. 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 Broads Tours.
10. Broads Tours will not be liable for any injury, damage or loss or delay to persons embarked or their possessions whilst located on Broads Tours premises or vessels or disembarking howsoever caused, unless it can be proven to be caused by the negligence of the company, its employees or for whom it is responsible.
11. No liability can be accepted for loss, damage or expense occurring as a result of breakdown during your cruise.
12. Broads Tours reserves the right to alter prices and timing without prior notice.
13. All payments are due 14 days before the charter date. Any account that is overdue will be charged at 5% per month until the account has been settled in full.
14. Our vessels are licensed by the Maritime & Coastguard Agency to carry a specific number of passengers and crew. This limit must under no circumstances be exceeded. A passenger is defined by law as any person over one year of age. Enquire about the number of passengers allowed on each particular boat at the time of booking.
15. If on-board entertainment is required it is the responsibility of the client to liaise with Norwich Artistes or Norfolk Jazz directly. Please sign and return the enclosure entitled Private Charter Environment Noise Control.
16. The hirer shall make good and or pay for all losses, damages or breakages to any fixtures, fittings or equipment on the vessel during the hire period.
17. It is the responsibility of the hirer to ensure each member of their party is aware of the above conditions as laid down by Broads Tours.