

Terms of boat

INDEMNITY WAIVER AGREEMENT

Aqua Lounge Cruises and its employees will not be held liable for any accident, loss, damage or injury encountered by passengers during the duration of the cruise, whether such occur during boarding, being afloat and /or disembarking. Passengers are to fully co-operate with the crew and comply with all safety procedures. Command of the vessel rests solely on the Skipper. In the event of bad weather, mechanical failure or force majeure, the skipper has the right to cancel / shorten / lengthen the cruise at his own discretion. Passengers participate in cruises solely at their own risk and indemnify Aqua Lounge Cruises and its employees in respect of any claims. Aqua Lounge Cruises reserves the right of admission, which includes disembarking passengers who are guilty of unruly behaviour. Life jackets are stored on the boat and will be made available on request.

TERMS & CONDITIONS

By making a booking and/or purchasing a cruise ticket, the customer is reserving space (number of seats) for a predetermined date and time slot aboard a certain vessel. In the unfortunate event that a customer missed the cruise, kindly refer to the following policies. Aqua Lounge Cruises reserves the right to move premises at any time.

Late Arrival & No-Show Policy: Aqua Lounge Cruises aims to depart on time, every time. We kindly request all customers to report to the boat at least 10 minutes before the scheduled departure time to avoid missing the cruise. If a person / group misses the cruise due to late arrival or no-show, any payment made / tickets purchased will be will be forfeited. Tickets are non-refundable and non-transferable. These rules apply to all 1-Hour leisure cruises, Breakfast, Lunch and Dinner Cruises.

Private Cruises Policy: Private cruises are scheduled for a predetermined date and time slot. If the departure time is delayed due to late arrival of guests; decorating requirements or any other customer related request, the cruise duration will be shortened to ensure the arrival time as indicated on the quote.

Quote and Invoice Policy: When making electronic payments, customers should always use the correct quotation reference number as indicated on the Quote or Invoice. If an incorrect reference number was used, payments cannot be allocated, and bookings will not be confirmed.

Quotes and invoices are valid for 48 hours only. To confirm a booking, full payment must be made within 48 hours. Payments made after the quote / invoice expiry date may not be allocated to an order and will result in an unconfirmed booking. Aqua Lounge Cruises reserves the right of service and customers may not be allowed to board the boat if the cruise is fully booked.

Weather Policy: Aqua Lounge Cruises provides all weather cruises. Wind and rain does not warrant cancellation unless deemed unsafe by the Skipper.

Cancellation Terms: Less than 60 days = 100% refund; 30-59 days = 75 % refund; 10-29 days = 50% refund; 1-9 days = No refund. Cancellation requests must be submitted in writing and sent to bookings@aqualoungecruises.co.za

Refunds will be done via electronic fund transfer (EFT) only. No cash refunds will be granted.

Natural Disaster Policy: No Refunds will be done when flooding or any natural disaster occurs, Any cruises scheduled and paid for will be rescheduled at the earliest date possible.

Food and Beverage Policy: No food / snacks are served during 1-Hour Leisure Cruises. Aqua Lounge has a cash bar on board where beverages can be purchased. Customers will not be allowed to bring own beverages / cooler boxes / food. Any beverages brought onto the boat without prior arrangement will be liable for a fine of up to R5000. Unauthorized beverages will also be confiscated.

Damage Policy: The client will be held liable for any and all damages caused to company property by the person or group responsible for the booking. The damages include, but are not limited to property damage, breakages, structural damages and/or theft that occurred, before departure, during the cruise or during disembarking.