

## **Cancellation Policy**

For bookings made within 30 days we do not operate a cancellation period. You are not permitted to make any changes unless we are able to resell your date.

Cancellations will result in lost deposit as stated within the terms and conditions which are sent with your booking confirmation. Bookings more than 30 days away are changeable / refundable. All cancellations must be made verbally and followed up in writing. We will then issue refunds through the same method used for booking (ie refunding the credit card or returning a cheque).

## **Refund Policy**

All bookings are taken in line with the sale of goods act. You are entitled to cancel and get a refund for any deposit within 7 days, provided the booking is more than 30 days away. Please do not book a cruise unless you fully intend to use this date, we are able to hold dates without deposits based on our provisional booking policy. Refunds within 30 days of the cruise date are at management discretion. Request should be made by calling 0845 388 4901. Our address is Leeds City Cruisers, Clarence Dock, Leeds, West Yorkshire, LS10 1SJ.

## **Privacy Policy**

All details are held in line with the data protection act. We do not store financial details such as credit or debit card details these are deleted after we have processed your payment. We will store your address, name, and telephone details, along with anything that we have agreed for your booking, such as decorations and food. This will not be shared with 3rd parties.

## **Company Terms & Conditions**

Definitions: we, the company refers to Leeds City Cruisers Ltd. You refers to you , the customer, the party organiser and ALL Passengers on board the cruise boat. LCC Ltd operates within the code of conduct adhered to by the Passenger Boat Association and governed in their operation by the Maritime and Coastguard Agency . This contract is to be signed by the party organiser prior to the cruise. *Copy 1* should be sent to the company and *copy 2* kept by the customer. Acceptance of the invoice and confirmation of booking letter will confirm the reservation. Provisional bookings will be held for 7 days from the provisional booking date.

- During the hire period the vessel shall remain under the complete control of the Boatmaster and the crew. The Hirer shall be responsible for the conduct of the passengers on the boat. All guests must act on the instructions of the crew at all times.
- The company may, at the discretion of the Boatmaster, vary the course of the cruise should circumstances so necessitate. The Company does not guarantee the vessel will commence or complete any journey or any part thereof in any given time or if conditions are beyond the control of the Company.
- Force Majeure; if for any reason we are unable to cruise the booking/function will be provided as a static venue.
- The Company will not be liable for any injury, damage, loss, illness accident or delay to persons embarked or their possessions, howsoever caused, sustained on board the vessel embarking or disembarking, unless it can be proven to be caused by the negligence of the Company, its servants or for whom it is responsible
- No food or drink may be brought on board by passengers. The crew reserve the right to inspect bags for such substances. Crew have the authority to

confiscate food or drink that they believe is being consumed on board. This will be returned when vacating the vessel.

- A deposit will only be refunded by the Company should the vessel be re-booked or 6 weeks prior notice is given from the cruise date. A damage deposit may be requested which will be returned by post after the cruise if no damage is found or less cost if damage occurs
- Private Charter bookings- a deposit of 25% of the hire rate is required on confirmation of the booking. The deposit is non refundable unless 6 weeks' notice is given prior to the party date.
- All payments are due 7 days prior to the booking. Overdue accounts will be charged at 2.5% per month until the account is settled in full.
- It is the responsibility of the Hirer to ensure the members of their party are aware of the Conditions of Hire.
- Leeds City Cruisers Ltd operate a Zero Tolerance policy to Drugs; any abuse will result in immediate termination of the cruise and may involve Police Notice.
- All food and drink that are pre ordered will be on the invoice and paid for. Regardless to final passenger numbers, no refunds will be given. In the event of additional passengers the invoice will be amended accordingly to cater for the additional passengers.
- You will receive a copy of your final invoicing stated that the full payment has been received – please keep this document safe with your copy of the contractual agreement.
- The vessel is a non smoking venue, passengers must not attempt to smoke whilst on board. We reserve the right to cancel the remaining cruise if passengers are caught smoking or attempting to smoke. You will not be eligible for a refund. We reserve the right to charge a £100.00 fee to the party organiser to restore the boats odours to its original condition.
- All dietary requirements must have been noted 5 working days prior to departure, and we cannot accept any responsibility for customers who fail to inform us.
- Celebration Cakes -If you bring your own cake you must inform us, there is a cake charge of £1.30 per guest cake charge. Full responsibility is taken by you the Hirer for the serving of the Cake.
- All bar bills incurred to be paid for on the termination of the cruise. If you do not pay your outstanding bar bill you will be charged to the credit card provided with this agreement, plus a £20 letter fee.
- Leeds City Cruisers crew may take photos for marketing purposes. Often, these photos will be added to our photo's page on the website. Please inform crew if you do not want photographs taken prior to departure.
- Navigation water conditions (flood or water shortage), Ice , Damage to locks or to the waterways are not under the control of Leeds City Cruisers and as such the company cannot take any liability for any of these issues resulting in the changes or cancellation of any cruise.
- Leeds City Cruisers vessels operate to strict Maritime & Coastguard Agency regulations, under these regulations Boatmasters have total authority on the Leeds City Cruisers vessels for which they are responsible. Any passenger contravening instructions or ignoring Safety information could result in immediate termination of the cruise invalidate any claim on the company or be liable for prosecution.
- Leeds City Cruisers are Licensed to sell alcohol. We reserve the right to refuse the sale of alcoholic beverages to any passenger for any reason. We operate a strict "Under 21" policy, anyone who appears to be under the age of 21 will be asked for photographic identification. At this stage a passport or driving licence must be produced.

- Fee's – you will responsible for all damage to the vessel, this includes but is not limited to all cushions, carpets, plates, candles, lighting, glasses, chairs, tables, decorations, furniture, toilets, ect. If you bring your own electronic equipment we are not responsible for it. In the event of damage being caused to the boat you will be charged accordingly to the credit card provided. We will also charge a £20.00 letter fee, which will contain details of the charge and a credit card receipt.
- Your booking expires at \_\_\_\_\_ hrs. You must vacate the boat at this time. You will be charged £100.00 per 30 minutes static time. This is to cover additional crew wages.
- All passengers must remain on the boat until authorised to leave by a member of staff.