



BOOKING INFORMATION, TERMS AND CONDITIONS

On The Day....

Please arrive at the meeting point in Banana Wharf for about 9.30am where you'll be served Bacon rolls etc & your Skipper and Crew will introduce themselves. Banana Wharf address is at the Foot of these T's & C's. If there are any changes to the schedule you will be contacted on the number you've provided or by e mail.

Safety equipment: The boat is fully equipped with all the relevant safety equipment you will need. There is no formal requirement to wear a lifejacket but you may wear one if it makes you feel more comfortable on the water. Lifejackets are on board and will be handed out by the members of crew in the event of an emergency.

Participant guidelines: You must be physically fit to conduct this charter experience; this is due to boarding arrangements and movement around the vessel as well as physical ability in adverse weather or in the event of an emergency. You will be asked on the day if you know of any medical reason why you should not be able to participate. Children are welcome on board but must be accompanied by an adult.

Weather: The charter is weather dependant and any cancellations are for your own safety & enjoyment. Your itinerary may be adjusted/ changed due to weather conditions. This decision is the responsibility of the Blue Water Charter skipper. If deemed the weather is too bad and unsafe for the charter to occur that day you will be informed by us on the mobile number and email address that you provided at the earliest opportunity & we'll endeavour to re-book your charter on the next available day or another date that's suitable to you. Don't worry, this very rarely happens.

Dress code and Footwear: Please dress appropriately for the weather. Warm waterproof clothes are recommended on days when the weather is slightly colder and maybe raining. When it is slightly windier or raining it may be worth bringing a spare pair of clothes with you as rain and spray caused by the wind may get you wet. It is required that you wear flat bottom soft sole shoes, heels are not appropriate or permitted on board.

Sun tan lotion: Sun burn on a boat is a lot more common than on land due to the reflection of the sun's rays of the sea surface. You burn a lot faster at sea than on land. For that reason we highly recommend bringing your own sun tan lotion even when it is looking overcast. The boat is unable to provide sun tan lotion due to potential allergies so you are required to bring your own.

Swimming Costumes and Towels: If you want to undertake any swimming or paddle boarding activities during your charter day, please bring your own towels and swimming costumes as they're not available on board. Make the Skipper aware when you meet him & he'll adjust the schedule accordingly.

Seasickness: Some people suffer from motion sickness or seasickness. If you know you suffer from this please take any necessary precautions and/or medication to mitigate this and inform a member of staff on the day so that they are aware and can monitor you accordingly.

Cameras: Cameras are allowed on the boat and may be used. Please ensure all people in your photos or videos are happy to be in them. Please note that any equipment taken on the boat is done so at your own risk and the company is in no ways liable for any damage or loss of your camera or electrical equipment.

Facilities: There are 2 toilets on board as well as toilets in the marinas of embarkation and disembarkation.

Car Park: Pay and display car parks available in Ocean Village Marina.

Refreshments: A light breakfast of Bacon Rolls Tea & Coffee is served in Banana Wharf before joining the vessel & included in the price. Snacks such as crisps will be served on board along with your drinks package if included. Non-alcoholic hot and cold drinks are also available. Food packages can be requested at an extra price during the booking phase. Please enquire for more information regarding this.

Cancellations: Blue Water Charter must receive a minimum of 1 week notice for cancellation or rescheduling.

Late Arrivals: This is your day & to get the best from it Shamu should leave the Marina by the latest 10.30am. If you're skipping breakfast please ensure, you show up at the designated meeting point at least 30 minutes before your charter leaving time. Late arrivals may cause delays to your charter and the itinerary may need adjusting.

Smoking: There is a strict No Smoking Policy on board due to the fire risk. Passengers may smoke on public pontoons if the local harbour/marina allows it. Anyone breaking this policy may be liable for damages.

Passenger Alcohol Policy: Passengers are allowed to drink on board but must be aware to not get too intoxicated. Failure to comply with this may lead to the skipper stopping the charter or refusing re-embarkation of any passengers that they deem too intoxicated. If a passenger returns to the vessel too intoxicated after their pre-booked lunch, even if this is on the Isle of Wight, the skipper has full right to refuse re-embarkation of any passenger and ask them to take public transport home with one other person on board who is more sober to look after them. Blue Water Charter is not liable for any expenses occurred because of this.

Antisocial behaviour: Antisocial behaviour of any kind is not tolerated onboard Shamu at any point. This includes the abuse of any staff member on board or shore side. The Skipper maintains the right to remove any person/s from the vessel or outright stop the charter for antisocial behaviour. Relevant authorities will be informed if this is the case. The passenger/s is directly liable for any damages caused to the boat and/or staff members. If removed from the vessel, Blue Water Charter is not liable for any expenses occurred because of this.

Charter Finish Time:

You will usually arrive back in Ocean Village between 17.30 – 18.00
& are welcome to wait in Banana Wharf for your transport.

DRINK PACKAGE INCLUDES:

A glass of Prosecco or Bucks Fizz during Safety Briefing when guests first board.

24 Bottles of Beer

4 Bottles of Sauvignon White Wine

Water & Soft Drinks.

Please call in advance if you'd like to vary this package or add to it.

You are welcome to bring additional drinks & snacks.

Contact:

Blue Water Charter, Steve Hughes, 07831 608616

steve@mustanggroup.co.uk

MEETING POINT:

BANANA WHARF BAR & RESTAURANT, TEL: 02380 338866

CHANNEL WAY, OCEAN VILLAGE MARINA, SOUTHAMPTON, SO14 3JF