

Cruise Booking Terms & Conditions

Booking

- A completed Cruise Booking Form is required by all clients >>> signed by Parent/Guardian if under 18
- Minors may also need a letter (template from Aquatrek) signed by a Notary, confirming Loco Parentis
- Booking Forms can be returned by e-mail or conventional mail but **MUST** be returned before the cruise begins
- Candidates must declare any health issues as required in the booking form - details are treated in strictest confidence
- **Swim Ability:** it is important that your skipper knows your ability/confidence in the water
We have a policy to assist customers who are nervous of the water so please make this clear to us.
- On foreign cruises it is your own responsibility to have the correct and valid passports, visas etc
- On foreign cruises you will need to look after your own flight arrangements - please ask if unsure

Payment

- A non-refundable booking deposit agreed at time of booking, will secure your place
- Cruises must be paid for in **FULL** at least 5 weeks before departure on foreign cruises (2 weeks on domestic)
- Payment may be made by Cash, Cards, Cheque (payable to Aquatrek), Account Transfer or by Gift Voucher
- Gift Vouchers are non-transferrable and only one voucher will be accepted per person per booking
- EasyPay is an accepted scheme which we provide to repeat customers whereby they can pay for a cruise, or series of activities, by Standing Order on a monthly basis through their bank

Cancellation

- Aquatrek reserve the right to cancel any cruise, even at short notice, where conditions, safety etc, may be compromised
- Where a cruise is cancelled by Aquatrek, candidates will be accommodated on a subsequent agreed date
- If no subsequent cruise is to take place in a reasonable timeframe then a full refund will be made to the client
- Customers may cancel a booking at any time but deposits are forfeited and any expenses incurred by Aquatrek (to change names on flights / manifestos etc) remain chargeable
- Cancellations of less than seven days by a client, may mean a forfeit of all fees at our discretion
- Aquatrek may try to re-sell your place on a cruise should you become unable to travel for any reason but this is a gesture and not a commitment - original client remains liable for all costs if place is not re-sold
- Where a cruise is cancelled at short notice by Aquatrek (weather etc), we will make every effort to contact the client at the earliest opportunity. Our website homepage and social media pages are our quickest means and should be monitored if possible. We will also endeavour to contact customers directly by phone or e-mail
- Customers are advised to get their own travel insurance to cover flights etc. Aquatrek can supply at a cost.

Responsibility

- Aquatrek are responsible for the customer from the moment they step onboard the vessel at departure until the vessel berths for the last time on the trip. You are otherwise responsible for your own safety and actions
- Your skipper is responsible for your safety and is at all times in charge of the vessel during the cruise. Orders given **MUST** be effectively executed by the crew as your personal safety may depend on it. No-one else is in charge.
- Your skipper will take time at the beginning of your cruise to point out the safety equipment onboard, its proper use, different types of emergency and what you should do in that event (eg: fire, sinking etc)
- Additional safety training and guidance is often given at pre-cruise briefing meetings, particularly on foreign trips. It is your responsibility to attend these meetings and pay due attention to details given
- If you feel unwell or anxious at any time you should speak to your skipper who is trained to help you cope

Course Management / Delivery

- We want you to enjoy your cruise but a boat can be a confined space so discipline is required. We expect all crew to have respect for each-other - no noise after lights out, share chores etc.
- We often encourage crew to learn by giving them questionnaires or setting them challenges during a trip to keep the focus on learning and the tasks in hand, some crew may wish to not get involved and this is fine also
- Bullying, horseplay or bad behaviour will result in immediate dismissal / repatriation without further discussion
- Any criminal activity onboard will be reported to local authorities by the skipper at the earliest opportunity

Medication / Vaccination

- Vaccinations will be specified before any trip and it is your responsibility to have them as required
- If you are on medication it will be your own responsibility to bring ample supplies with you on your trip. You are obliged to advise the skipper and s/he may offer to store meds in case of damage or misplacement