



CUSTOMS HOUSE

HOUSEBOATS

Conditions of Hire

Bookings

- 1) Hire deposits are payable within 7 days of making a booking otherwise the reservation may be cancelled with no notice to the hirer. Once the deposit is paid the hire price is held firm.
- 2) Full payment for the hire is required six (6) weeks prior to departure.
- 3) A bond of \$700.00 (\$900.00, \$1200.00 or \$1500.00 for the larger boats) is payable on arrival. This bond is in addition to the hire charge and will be refunded provided the boat is returned in good clean condition.
The bond covers the insurance excess in the event of *accidental* damage. *If more than one accident occurs during the hire period, each individual accident will be treated as a separate claim and the excess will be applied to each individual claim.*

Cancellations

- 1) The deposit will be refunded less a \$50.00 cancellation fee if 90 days minimum notice of cancellation is given by the hirer.
Cancellations notified between 45 to 90 days prior to departure will forfeit all monies paid unless the houseboat is re-booked for its full value. In this case all monies paid will be refunded, less a \$100.00 cancellation fee.
Cancellations notified less than 45 days prior to departure will forfeit all monies paid unless the houseboat can be re-booked for its full value. In this case all monies paid will be refunded less \$150.00 cancellation fee.
Please consider travel insurance to cover costs in the event of a cancellation.

General Conditions

- 1) All instructions on handling the vessel will be given.
- 2) Hire commences at 3pm on the first day of hire unless earlier by time agreed by management.
- 3) The boat must be returned to the marina by 9am on the final day of hire.
- 4) The boat must be returned in good clean condition or an extra cleaning charge will apply. Loss and breakages will be charged at cost.
- 5) Anyone who drives the boat must be over 21 years of age and must hold a current drivers licence. The driver must not be under the influence of alcohol and/or drugs.
- 6) All of our boats have a no pet policy, *NO* pets are allowed onboard.

- 7) No persons are permitted on the roof section of the upper deck of the houseboat.
- 8) The number of persons on the boat must not exceed the number of berths allowed under Maritime regulations.
- 9) Boats are to be cruised during daylight hours only.
- 10) Hirers are not permitted to bring any of the following on board the houseboat,
 - i. Trail or motor bikes,
 - ii. Firearms or offensive weapons of any kind,
 - iii. Axes or saws of any type,
 - iv. Any electrical or gas appliances unless with the written permission of the owner,
 - v. Any pets, reptiles, animals or birds,
 - vi. Any dangerous, noxious, corrosive, toxic or poisonous substance including in particular petrol or diesel fuel or other inflammable liquids.
 - vii. Fireworks
- 11) All crafts have been surveyed and comply with all Marine & Harbours regulations.
Management will not be held responsible for any accident or injury incurred on the vessel. Management reserves the right to refuse any person/persons from boarding the vessel.
- 12) Hirers must not do anything on or to the houseboat or to any of its fixtures or fittings or accessories which may result in loss, damage or injury to any person or property.
- 13) Any dingy or ski boat towed by the houseboat must be unoccupied whilst being towed.
- 14) The houseboat must not be taken beyond signs indicating it is safe to do so.
- 15) Hirers' vehicles may be parked adjacent to Customs House; however no responsibility is accepted for these vehicles.
- 16) Customs House Houseboats will endeavour to have the vessel, mechanical, electrical etc in good working order. *However the management will not be obligated to refund monies for the loss of time during the hire.*
- 17) Any attendance required by Customs House Houseboats for the mishandling of a vessel will be charged accordingly.
- 18) All our boats are non smoking boats, smoking inside is not permitted.
- 19) The boats are fitted with satellite phones primarily for emergency purposes. We are happy for our hirers to use the phones for their own use, however these calls must be paid for by the hirers; the current rate is \$2.55 per 30 seconds or part thereof plus 40 cents connection fee. Calls made to Customs House for assistance are exempt from this charge.

Note: - The current prices are subject to change without notice.