

Terms and Conditions

CONFIRMATION OF BOOKING

- The booking is confirmed upon receipt of the deposit and signed terms and conditions. Captain Cook Cruises (WA) will be under no obligation to proceed with the function if not received

CANCELLATION OF A CONFIRMED BOOKING

- Cancellation after the deposit has been received results in forfeiture of the deposit
- Cancellation seven (7) days within the function date incurs 100% of the total anticipated costs
- A change of date is deemed as a cancellation
- No refunds will be available for cancellations or postponements of the function.
- Notwithstanding the above, if Captain Cook Cruise (WA) cancels the cruise due to unforeseen circumstances, any deposits already paid will be refunded, less any reasonable costs already incurred.

CHANGE OF VESSEL

- In the event of unforeseen circumstances or any dramatic alteration in numbers, Captain Cook Cruises (WA) reserves the right to substitute one vessel for another suitable if deemed necessary

COVID-19 CLAUSE

- If, Due to the global pandemic known as COVID-19, government restrictions are implemented that will either restrict social gatherings or prevent quarantine free travel into Perth, the agreement will be cancelled without a cancellation fee being applied, and all deposits already paid will be refunded.

BOARDING / DISEMBARKMENT

- Boarding commences fifteen (15) minutes prior (bar service commences) to the scheduled departure time. All functions will then return fifteen (15) minutes prior (bar service closes) to the scheduled return time to allow for correct berthing and disembarkation of passengers

DEPARTURE

- All functions depart from and return to Barrack Street Jetty Perth. Alternative pick up points are available upon request. Additional charges may apply

CLIENT ACCESS

- Access to the vessel for setup purposes will be made available up to one (1) hour prior to departure. This includes entertainment, suppliers and external caterers. A surcharge of \$50 per hour will apply for additional setup time. Strictly no parking on all jetties

SUPPLIERS & DECORATIONS

- We do not permit the usage of confetti, rice and poppers. No candles or open flames are permitted on any vessel. No items are to be adhered to any surface of the vessel.

LINEN INCLUSIONS

- Linen is provided for all functions with catering.

CLEANING / DAMAGE SURCHARGE

- General cleaning is included in all rates however a cleaning fee (at our discretion) will apply if any guest is sick or if the charter has created cleaning needs above normal cleaning requirements

DAMAGE & LOSS

- Although the utmost care is taken to ensure guests' property is kept safe, Captain Cook Cruises (WA) accept no responsibility or liability for loss, damage or theft of items left on the vessel prior to, during or after the function.

SECURITY

- Captain Cook Cruises (WA) reserves the right to enforce certified Security if deemed necessary. The client is to bear costs (Captain Cook Cruises to arrange). A ratio of security staff to guests must apply.

BOND

- In addition to the deposit payment, a \$1,500 security bond may be required prior to the function at our discretion and will be returned to the client following the function, providing no damage has occurred. Payment of bond is due at the time of your deposit

RESPONSIBLE SERVICE OF ALCOHOL

- All staff are trained in the liquor licensing accredited 'RSA' (responsible service of alcohol). Captain Cook Cruises (WA) aims to provide responsible service and a safe, secure environment for both patrons and employees
- It is an offence to supply alcohol to a person under the age of 18 years
- We have the right to refuse entry and the service of alcohol to any person that we deem to be intoxicated, abusive or threatening
- A valid photo ID will be required for the purchase or consumption of alcohol for any patron who looks under the age of 25
- Minors are only permitted on-board in the direct company of their parent or legal guardian.
- Guests are not permitted to supply or consume their own alcohol or other substances whilst on board the vessels
- At all times, directions from the crew of the vessel must be obeyed. Should the behaviour of guests at any time become uncontrollable, this may result in removal from the vessel at the nearest jetty or the Skipper may terminate the cruise at his discretion. No refunds.
- Captain Cook Cruises (WA) reserves the right to inspect all bags prior to guests boarding the vessel and at any time during the function if deemed necessary



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MENU CHANGES

•Food and beverage items are subject to change and Captain Cook Cruises (WA) reserves the right to substitute similar menu items without notice.

SPECIAL DIETARY REQUIREMENTS

•We endeavour to accommodate the following special dietary requirements where possible – Vegetarian, Gluten-Free, Lactose-Free and Vegan. Please confirm special dietary requirements seven (7) days prior to the function. We do not cater for allergies as we cannot guarantee no cross contamination and guests are advised that some dishes may still contain traces.

EXTERNAL CATERING

•Our in-house commercial kitchen caters for all cruises with a range of cuisine options to suit everyone. No outside catering is permitted on the vessels.

•To ensure quality of service, you are required to cater for all guests

WHEELCHAIR ACCESS

•Wheelchair access is only available on limited vessels and the client must consult with the Functions Manager prior to the function date should there be any guests requiring wheelchair access. Captain Cook Cruises (WA) staff cannot assist with lifting of a wheelchair due to OHS

SMOKING

•Smoking is not permitted on any vessel or Pier

WEATHER CONTINGENCY

•If the weather is deemed unsafe to travel, Captain Cook Cruises (WA) will notify the hirer to arrange an alternative function date or offer a full refund. Cruise route is subject to change depending on weather conditions

SCHOOL FUNCTIONS

•We do not offer school functions on Friday or Saturday evenings unless a school buffet package is selected. Teachers are required to supervise students as directed by the crew on board. Alcohol will not be served to teachers during school functions. Chewing gum is not permitted

UNIVERSITIES

•Maximum hire time is three (3) hours. Latest departure time is 1900. Crew will be checking ID upon boarding. Beverages can only be purchased on an individual cash basis. In addition to the deposit payment, a \$1,500 security bond is required prior to the function and will be returned to the client following the function, providing no damage has occurred. Catering is required on board. Security is required on board and the client is to bear costs (Captain Cook Cruises to arrange). A ratio of security staff to guests must apply

18th BIRTHDAYS

•For persons under the age of 21 years, a parent or legal guardian is required to make the booking, sign the terms and conditions and be present on board throughout the duration of the function. We cannot hold 18th birthdays unless the function is a non-alcoholic event or all guests are over the age of eighteen (18). Crew will be checking ID upon boarding. Latest departure time is 1900. Catering is required on board

HENS & BUCKS

•Our liquor licence does not permit bucks functions. Hens functions are accepted. We do not allow inappropriate paraphernalia including strippers and topless waiters for all function types. Latest departure time is 1900. Catering is required on board

CRUISE SHIP AGENTS

•Cancellation of the charter within twenty-four (24) hours of the date incurs 100% of the total anticipated costs

•Should the charter be catered, a surcharge of the catering component will apply should the charter be cancelled within three (3) business days

EVENT ORDER

•Final details are to be confirmed by signing an Event Order no later than 7 days prior to the cruise

DEPOSIT

•A non-refundable deposit is required within seven (7) days along with the signing and acceptance of the terms and conditions in order to confirm your booking. The deposit amount will be deducted from your final invoice.

FINAL DETAILS

•Final numbers, catering selections and payment are due seven (7) days prior. If not confirmed, we will cater on the last numbers advised. If payment is not received, Captain Cook Cruises (WA) reserves the right to terminate the function

•Cheques cannot be accepted less than 7 days prior to the function

•EFT payments must be received and fully cleared by the payment due date

•Payments made by American Express, MasterCard or VISA attract a fee of 1.25% per transaction

•Please quote your booking reference number on all payments

•A 15% surcharge will apply on the rates as quoted for all public holidays

I have read and understood the Terms & Conditions including minimum spend requirements:

FULL NAME_____ DATE_____

VESSEL_____ DATE OF CHARTER_____

COMPANY/SCHOOL NAME (if applicable)_____

