



## Trading Terms and Booking Conditions

These Booking Conditions apply to any booking that you make with us and should therefore be read carefully. They contain some exclusions and limitations of liability. If any part of these Booking Conditions is found to be invalid or unenforceable, then the remainder of these Booking Conditions will not be affected and will remain valid and enforceable. All the events are operated by Viking Mariners Ltd.

### **Your Contract**

Your contract is with Viking Mariners Ltd, Norse Lodge, The Street, Eyke, Woodbridge, Suffolk IP12 2QG. When completing and signing this booking form you guarantee that you have the authority to do so and accept on behalf of your party these terms & conditions. A contract exists, when you confirm your booking with payment of your deposit.

Payment Terms are: 50% deposit at the time of booking, with a further 50% due 60 days before the event takes place. If booking less than 60 days from the event date full payment is required at the time of booking.

Once your reservation is confirmed we will send you a confirmation form. You should check the details of your confirmation carefully to ensure that it accurately reflects the booking you have requested and immediately inform us of any discrepancies. We would expect a response and any additional information requested on the confirmation form within 7 days. Such information forms part of the contract between us and where possible will be affected by email with you.

### **Force Majeure, Cancellation & Alteration**

If you cancel your booking at any time up to 60 days before your event date, we will refund 50% of your deposit, offer alternative dates or vouchers for future use. If you cancel at less than 60 days before your event no refund is payable. If through unforeseen circumstances we have to cancel your event at any time we will offer alternative dates and/or vouchers. Viking Mariners will have no further liability.

Viking Mariners reserve the right to substitute vessels at short notice due to mechanical failure or essential equipment becoming unserviceable.

Viking Mariners and / or the skipper(s) shall at all times be entitled to decide that, as a result of weather conditions, high or low water, blocked sailing routes and similar conditions, including those relating to the yacht, the yacht cannot sail, or that it is necessary, in the broadest sense, to modify or cancel the voyage, or to change the place of departure or arrival.

### **If you have a complaint**

If you have a problem during your charter, please inform a relevant member of Viking Mariners team immediately, who will endeavor, where feasible, to put things right.

### **Equipment & Insurance cover**

Our equipment and yachts are comprehensively insured. Our policy provides full public liability cover for people, equipment and vessels at up to £10 million sterling. Viking Mariners cannot be held responsible for any loss which you may suffer as a result of the insurers failing to indemnify any risk through you providing incorrect information of previous sailing experience when requested.

### **Health & Safety**

Our vessels are fully coded and licensed by the Maritime & Coastguard Agency, a Department of Transport authority. All safety equipment is provided. Clients must ensure they are physically fit for activities they elect to participate in and do so at their own risk. They should not undertake any reckless action which could jeopardize the safety of themselves, other passengers, or other vessels. Clients must observe high standards of personal conduct and not engage in any activity which could be considered offensive or annoying by a reasonable person. Viking Mariners reserve the right to terminate without warning, the event if any client engages in any behavior considered by the skipper as offensive or dangerous.

### **Data Protection**

To ensure that your event runs smoothly, we need to use information such as your name and address, special needs, dietary requirements, etc. We will apply appropriate security measures to protect this data. However, we must pass it to suppliers if deemed necessary.

If your event is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strict as in the UK. We will only pass data, including sensitive information regarding disabilities or dietary requirements, to people responsible for your event. If we cannot pass this information to the relevant suppliers, in the EEA or elsewhere, we cannot provide your booking. When you make this booking, you consent to this information being passed to the relevant people.

### **Please Note:**

**Children under 5 cannot be accommodated unless by special arrangement**

**No Pets are allowed.**

**All vessels are non smoking**