



Terms and Conditions for Tickets Purchased with Capital Pleasure Boats Ltd

Payments

All tickets are non-refundable.

Payments made on a debit card will incur a surcharge of 0.5% + VAT, credit cards will incur surcharge of 3% plus VAT.

Bookings can only be accepted by persons over the age of 21.

Tax point will be the date of the function.

CPBS are under no obligation to accept any booking and no reason need be stated.

Under 21's Policy

Under no circumstances are under 21's allowed onboard ticket functions. CPBS may require proof of age, accepted forms of ID are a passport or photo drivers licence, no other forms of ID will be accepted.

Beverages

Under no circumstances are clients permitted to bring any alcohol onto the vessel. Any unauthorised alcohol found on the vessel will be confiscated. In the event that unauthorised alcohol is consumed on the vessel CPBS reserves the right to levy a corkage charge and remove passengers from the function. Any person deemed to be unduly under the influence of alcohol or drugs will be refused service and in this instance the bar manager's decision will be final.

Catering, Entertainment and Security

CPBS catering, entertainment and security services are subcontracted. We will always do our best to provide the service as confirmed but if because of exceptional events outside of our control, including but not limited to major traffic incidents, severe weather, acts of God or terrorist attacks, the service cannot get to the pier in time for the start of the function we will not be held liable for any loss of cruise time or costs of replacement services. In the very unlikely event that services cannot get to the pier for the function we will refund a proportionate amount of your ticket price, and will endeavour to procure substitutes at client's cost if required.

Embarkation

The vessel will endeavour to leave the stated pier promptly at the arranged time and will not wait for late comers. CPBS is not responsible for any passengers arriving late and missing the function.

Disembarkation

At the end of the function the boat will endeavour to arrive at the chosen disembarkation pier 15 minutes before the end of the function which is when the bars will close and lights will be turned on. For health and safety reasons only background music may be played and lights must be turned up from this point on.

Health and Safety

Any passengers perceived to be under the influence of alcohol or drugs will be refused entry to the vessel. Anti-social behaviour towards other guests, staff or CPBS property will not be tolerated onboard any of our vessels. Should this occur the Captain may decide to call the local authorities and/or remove the persons(s) responsible from the vessel at the nearest available pier and in this instance the Captain's decision will be final.

So called 'legal highs' are not permitted on any of our vessels and anyone found in possession will have them confiscated and destroyed, and may be asked to leave the vessel and in this situation no refunds will be given.

The Company

CPBS reserves the right to substitute another vessel and, if necessary for reasons beyond their control, to cancel the said party, but will not be liable for any expenses incurred by the client caused by such substitution or cancellation.

Captain's Control of the Vessel

The vessel will remain under complete control of the Captain and/ or his crew during the entire hire period. If for weather, tidal or other reasons the Captain considers it necessary to vary the scheduled trip, his decision will be final. The Captain has the right to refuse passage to any person or persons and the reasons for such a refusal need not be stated.

Clients' obligations

It is the organiser's responsibility to ensure that all members of their party are conversant with these terms and conditions of hire. The organiser will be deemed responsible for the behaviour of the passengers.

Occasionally we host the same party on more than one vessel, if booking separately to your friends please ensure you all book on the same vessel.

PLEASE NOTE: CPBS operate a policy of zero tolerance on drugs.

(Ver) September 2017