

Solent Charters Terms and Conditions

Payment Terms and Cancellations

A non-refundable deposit of £500 secures your booking date. Full payment is due no later than 30 days prior to the commencement of your charter date. Cancellations made more than 30 days prior to the start date of your charter will result in the loss of the deposit. Cancellations made less than 30 days prior to the start date will result in the loss of 65% of the cost of your charter. Should the dates be subsequently booked by another party, the cancellation will be treated as though it were made more than 30 days prior to the commencement of your charter.

Forced Cancellation

In the event that your charter is cancelled due to circumstances beyond our control, we will offer an alternative mutually suitable date or, if requested, a full refund. Should your charter day be foreshortened, we will offer either a pro-rata refund or additional hours on a mutually suitable date.

Damages

You are fully liable for any damage caused by you or your fellow guests to the boat. A pre-departure briefing will cover all relevant boat systems, and any questions should be directed to the crew. To avoid doubt, this includes damage resulting from placing foreign objects into any of the toilets. The toilets onboard are selective about what they digest without causing issues. Normal waste and toilet paper are acceptable; however, anything else will cause a problem. Please consult the crew with any questions.

Medical Conditions

It is imperative that you inform us of any medical conditions. All information will be treated in strict confidence, but it is essential that we are aware in case you fall ill whilst onboard, as we may be some distance from immediate assistance. We have means of radio contact with emergency services at all times, but at sea, help may take longer to arrive than on dry land. While we have basic first aid facilities onboard and both the skipper and crew have basic first aid training, we are not able to provide medical support for ongoing conditions.

Abusive Behaviour

We will not tolerate any form of abusive behaviour towards our skipper or crew members. Any such behaviour will result in the immediate abandonment of your charter day without a refund. You will be disembarked at the nearest port we consider safe, and the remainder of your charter day will be forfeited without a refund. Any suspected drug use onboard will result in the same action, with no exceptions. We will not tolerate drugs being consumed or transported on our charters.

Smoking

Smoking is strictly prohibited inside the boat. Designated smoking areas outside the boat will be pointed out by your crew. Any damage caused by smoking will be charged at cost to repair or replace. In the rare event of a customer being found to have smoked onboard, a cleaning charge (minimum £300) will be applied, with no exceptions to this rule.

Life Jackets

You will be fitted with a life jacket prior to the safety briefing, which you are welcome to wear throughout your charter day. If you prefer not to wear your life jacket and the skipper agrees it is safe to do so, they will be stored in the life jacket locker. If a life jacket is inflated outside of the skipper's instruction or during non-emergency situations, a £100 charge will be payable to have it re-certified.

Young Guests

Any damage caused by guests of any size will be charged at full cost to repair or replace. We do not impose a minimum child age as we believe good behaviour is not dependent on a child's age.

Notwithstanding damage, your safety onboard must be our number one priority, and an unruly child can be a hazard on a boat. If, on the rare occasion, your charter skipper deems it necessary to abandon your charter due to a child's behaviour, we will disembark you at the nearest port we deem safe, and no refund will be given.

Drinks Onboard

It is strictly forbidden for passengers to bring alcoholic drinks onto the yacht. We have responsibility for the safety of the vessel and all passengers onboard. We offer guests a selection of alcoholic drinks from our onboard drinks menu. It is very dangerous to be drunk onboard, and your charter skipper reserves the right to withhold alcoholic drinks should he deem it necessary. All hot and soft drinks are included in the charter cost and will be available throughout your charter day. If any passenger's behaviour is deemed to put the vessel, other passengers, or crew at risk, the charter will be abandoned, and you will be disembarked at the nearest port we deem safe, with no refund given.

Cancellation Due to Mechanical Failure

Mechanical breakdown issues are rare but can occur. In the event of such a failure, we will make every effort to continue with your charter, provided it is safe to do so. In the event of a cancellation or partial cancellation, any refunds will be limited to the cost of the charter or any unexpired part of your charter. Where possible, we will offer alternative arrangements.

Crew Numbers

Your charter costs include a professional skipper and host. All stated prices account for this provision.

The Skipper

Should you encounter any issues or have questions during the charter, the skipper is your primary point of contact. In most instances, a solution will be promptly found. The skipper is responsible for the yacht and the safety of all onboard, which must be his priority. If the skipper deems it necessary to alter a port of call due to circumstances beyond our control, including weather conditions, we are unable to offer a refund or compensation.

Charter Experience

We aim to make your charter hassle-free, exciting, informative, and most importantly, enjoyable. Please read this information carefully and forward it to all patrons joining you on your special day. Although there is a lot to read, we have never had to rely on our terms and conditions as all our passengers have been fantastic. However, we believe it is fair to cover all eventualities to avoid any confusion on your charter day.

Sea Sickness

If you suffer from or have previously experienced sea sickness, please consider that this may not be the best day out for you. It is said that there are two stages to sea sickness: one where you feel you might die and another where you wish you would. We advise guests to take sea sickness tablets six hours before departure. If you are unfortunately sick outside of the toilet, we will need to have the yacht professionally cleaned, which will be a chargeable event (minimum £500).

Prices

All prices are in pounds sterling.