

*Suellen
Adventures
Terms &
conditions*



SUELLEN Adventures - TERMS & CONDITIONS

1. Suellen Proposal & Quotation

1.1 Our quote is based on your discussion with Suellen adventures and email received. Our quotes are valid for 14 days from the date or otherwise as advised on proposal and subject to availability of Suellen at the time of the confirmation.

1.2 You agree to accept all Terms & Conditions when payment of the deposit is made for your charter.

1.3 If there is any inconsistency between the proposal as sent by Suellen adventures and these standards terms, the proposal will prevail.

2. Pricing

2.1 – The price includes the price of the vessel, crew (1 captain), costs related to operation of Suellen. 1 waitperson will be included with any catering package or BYO option if selected. You may request an additional staff member at a cost of \$40 per hour.

3. Pick up & drop off

3.1 Unless organised prior, pick up and drop off is located in Woolloomooloo – Costs may apply if alternate pick up/drop off is requested.

4. Tentative reservation

4.1 A tentative reservation may be held for up to 1 week pending payment of a deposit, or until another party wants to book Suellen, whichever is sooner. The booking is not secured until a deposit has been received by us.

5. Deposit for charter confirmation

5.1 The deposit payable to confirm the charter is 50% of the vessel fee unless specified otherwise.

6. Bond

6.1 A credit card must be provided for a security bond of \$1,500 at the time of the booking for any damage caused to Suellen by you or your guests. A holding fee of \$100 will be charged on the day and refunded if there are no damages or the balances charged if there are damages caused by you or your guests.

7. Confirmation of Vessel booking

7.1 All bookings made within 7 days of booking date require full payment at the time of booking.

8. Method & Timing of payment

8.1 Payment must be received in full at least 7 business days prior your cruise, unless agreed otherwise. If full payment is not received in full, the cruise will not operate.

8.2 Payments must be made by electronic transfer and a remittance sent to info@suellen.com.au

9. Cancellation policy

9.1 If you cancel Suellen at any time, you must pay the cancellation fee specified below and we are entitled to retain the cancellation fee. Where the cancellation fee is greater than the deposit, you must immediately pay us the difference between the cancellation fee and the deposit.

9.2 If the cruise is cancelled by us, a full refund will be given and we will have no further liability to you for such cancellation.

Minimum notice required (before date of the cruise)	Cancellation Fee
Prior to 21 days	The deposit as specified in the quote
21- 7 days	50% of the total cruise price (non-refundable)
Within 7 days	100 % of the total cruise price (non-refundable)

SUELLEN Adventures - TERMS & CONDITIONS CONTINUED

10. Inclement Weather

- 10.1 If the cruise is postponed due to unsafe conditions (due to a weather warning issued by the meteorology for the area, or the conditions considered unsafe by the captain), we will work with you to reschedule the cruise for a mutually agreeable date.
- 10.2 The decision to postpone a cruise is at the sole discretion of Suellen Adventures and we have no liability to you for such a cancellation.

11. Duration of Charter

- 11.1 Minimum 2hrs out of peak season (November to March)
- 11.2 Minimum 2hrs in peak season (April to October)
- You & your guests should be at the wharf 15 minutes prior to departure. Extensions of time may not be possible and is solely at the discretion of the Captain.

12. Decoration & Signage

- 12.1 Suellen is extremely old and precious therefore minimal decorations allowed only by prior arrangement.
- 12.2 Decorations that are deemed to be offensive are not permitted. Only decorations that are tasteful and colourfast will be accepted.
- 12.3 No confetti/glitter or confetti/glitter filled balloons. Suellen Adventures does not allow sparklers or candles where the flame is exposed.
- 12.4 All personal belongings must be taken from the vessel at the conclusion of the event as we will not accept responsibility for items remaining on the vessel after this time.

13. Cruise route/course

- 13.1 The course to be undertaken during the Charter may be requested in advance however, will be determined on the day, in line with the weather by the Captain to protect and maintain the safety, welfare and good order of the vessel, its passengers and crew.

14. Cruise extension & Additional charges

- 14.1 The duration of the Charter includes the time taken to embark and disembark passengers.
- 14.2 The Company is not responsible for any delays caused by the late arrival of passengers or delays at the wharf caused by crowds, the arrival of other vessels or any other item beyond its control. It is similarly not responsible for delays at the point of disembarkation for reasons outside its control.
- 14.3 The Company reserves the right to pull into the point of disembarkation 10 minutes prior to the scheduled time for disembarkation
- 14.4 If the Charterer seeks to extend the duration of the Charter, during the Charter, this will be at the sole discretion of the Captain and will be for a maximum of one hour.
- 14.5 Any such agreed extension will be paid for by the Charterer before the end of the Charter by cash or credit card. The amount will be pro rata of the vessel charge plus staffing costs.

15 Damage to vessels

- 15.1 The Charterer shall indemnify the Operator in respect of any loss or damage to the vessel or its equipment or fittings however caused by members of the Charterer's group, fair wear and tear excepted. Any damage to vessel will be photographed, and the damage will be repaired, within 3 working days, by our chosen shipwright, no other contractor will be allowed to work on Suellen. Any damage to vessel will attract the water police attention, the vessel will not dock until police have boarded. Cleaning, beyond fair wear and tear will be invoiced. Chewing gum is not permitted and carpet cleaning fees apply if damaged.

16 Liability and indemnity

- 16.1 Suellen Adventures accepts no responsibility for damage or loss of merchandise, equipment or personal articles left on board, prior to, during or after an event.

17. Swimming

- 17.1 Our captain will stop whenever possible. Swimming conditions will be assessed by the captain on the day. Entering the water is at the sole risk of the individuals doing so. The Company, Captain or crew cannot be held responsible for any incident caused by guests.

18. Dress code

- 18.1 We do not allow high heels on Suellen and recommend white sole shoes be worn. We will provide storage for shoes. We do recommend wearing non slippery shoes to avoid falls.
- 18.2 Guests must remain clothed at all times (swimwear excepted). Strippers or offensive outfits are not permitted on the vessel. Top less sunbaking is not allowed.

SUELLEN Adventures - TERMS & CONDITIONS CONTINUED

19. Alcohol & Illicit Substances

19.1 Suellen Adventures strive to provide a responsible, safe and professional level of service of alcohol. We will endeavour to serve customers in a responsible, friendly and professional manner, and abide by the laws set by NSW Liquor & Gaming. Staff are on hand to assist guests on board in enjoying their time and to assist in their decision to drink in moderation and, where appropriate, avoid drinking activities that put customers at harm or risk.

19.2 The Captain may at any time exclude a person from consuming alcohol.

19.3 Illicit substances are forbidden on board the vessel. If found, the cruise will be terminated instantly and police will be notified.

20. Smoking

20.1 Smoking not permitted on the vessel when boat is under power. When the boat is moored or anchored, smoking is permitted on the rear deck external of the vessel

21. BYO

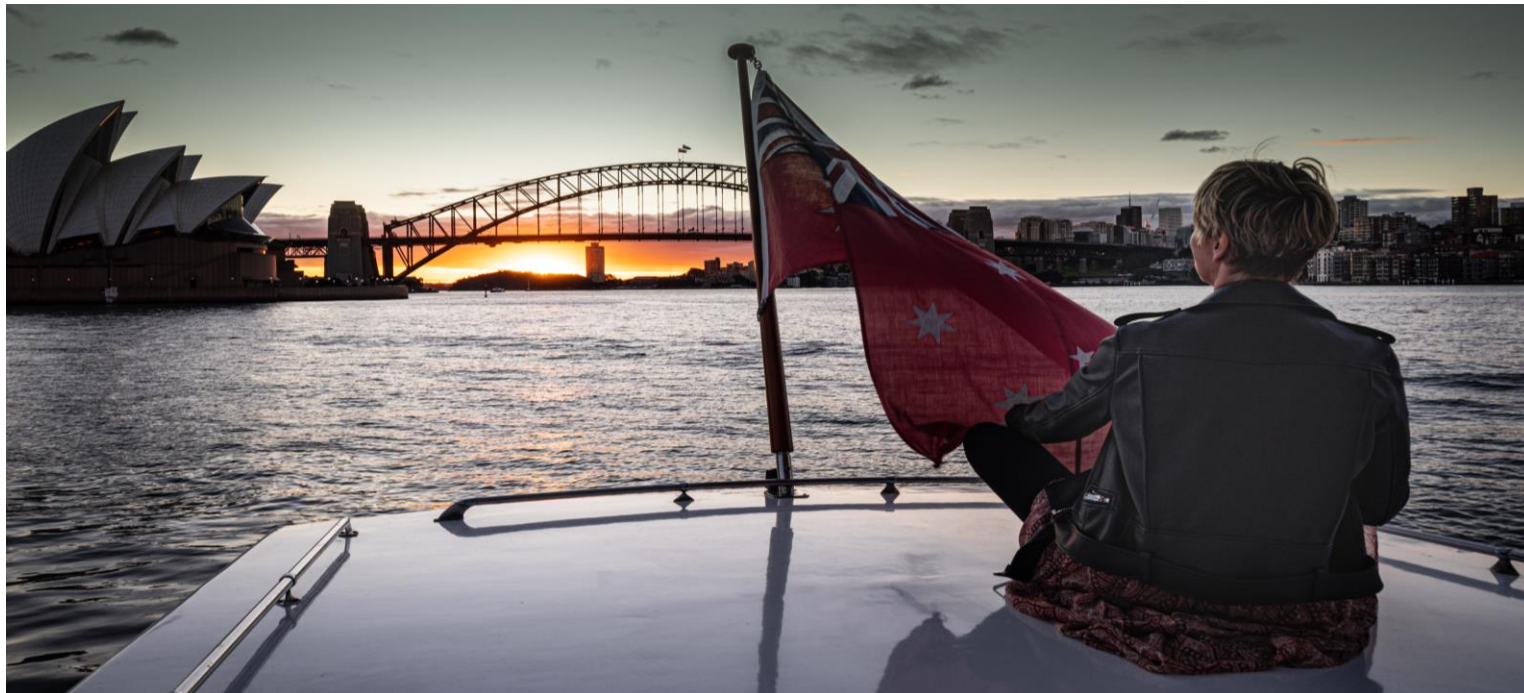
21.1 Food is always to be apart of BYO program when alcohol is being consumed on the vessel

21. COVID-19

21.1 Suellen Adventures has a COVID plan in place. Guests when boarding agree to abide by all guidelines as advised by the Captain.

I _____ agree to all the terms and conditions attached.

Signature: _____ Date: _____



ON THE DAY OF YOUR CHARTER



- Be at Woolloomooloo wharf (or as by arrangement) 15 minutes prior to your charter. The gate to the marina is located in front of Otto and is only accessible by key. A crew member will be at the gate to assist with access to the marina. All passengers are to remain seated on departure and berthing of the vessel
- Footwear should be flat (no heels allowed) and we encourage white sole shoes or bare feet.
- There is plenty of cover & shade on Suellen, but consider bringing a hat, sunscreen, and of course towels and swimwear if you wish to swim.
- Food & Beverage may be brought aboard only by prior arrangement and as per the BYO Package. Suellen has fridges and eskys (ice available by arrangement) To help with your enjoyment, we recommend you bring beverages pre-chilled where possible and food that doesn't require knives & forks to consume.
- Catering & BYO packages come with wait staff, glasses, plates & crockery, use of fridges, ice, cleaning and rubbish removal.
- When boarding our Crew will settle you in and when all guests are aboard, a quick briefing will be undertaken to make sure you & your guests have a truly wonderful experience on Sydney Harbour. All passengers are to remain seated on departure and berthing of the vessel
- Guests are encouraged to maintain physical distancing of 1.5 while onboard where practicable and use the sanitisers around the Vessel regularly.
- If you would like to share your photos of your experience, please use #suellensydney

SUELLEN Adventures
Wish you a wonderful cruise