

### **BOOKING / BILLING**

- 50% deposit is paid upon booking.
- 10% gratuity and 2% booking fee will be added to total.

### **BAR**

- We operate a fully licensed bar onboard. We can either do a consumption bar where everything consumed is added to the charter invoice or we can do a cash bar. We do also accept credit cards onboard.

### **CATERING**

- After you book we will send a list of our preferred catering partners. Caterers should send the appropriate staff to manage the setup, service and packing up of food. Zara staff fully manage the bar/boat operations. Staffing requirements will depend on the extent of the catering.
- Caterers need to provide all necessary equipment for the food service. (tableware, cutlery, tablecloths etc.)
- Catering can be loaded from 45 mins before the charter start time.

### **MUSIC**

Music options are as follows:

1. We can play some easy listening music from our onboard selection.
2. Share with us an Apple Music / Spotify playlist you would like us to play.
3. Connect your phone via bluetooth and play your own music.
4. Hire a DJ who can easily hook into our onboard speaker system.

### **CHARTER COMMENCEMENT**

- Boarding will begin 5 minutes before the scheduled charter start time.

### **GENERAL RULES**

- Shoes are allowed onboard but please wear appropriate footwear. High heeled shoes are not recommended.
- **Towels are not provided** so please be sure to bring your own if you require them.

### **CANCELLATION POLICY**

- If the client wishes to cancel with more than 30 days before the charter then we will refund the deposit less a \$150 administration fee.
- If the client wishes to cancel with less than 30 days and more than 14 days before the charter then we will refund the deposit less \$1,000
- If the client wishes to cancel with less than 14 days before the charter then the full deposit will be lost.

If client and captain agree there is inclement weather for a charter then there are 2 options:

1. Charter can be cancelled and the deposit will be refunded.
2. Charter can be re-scheduled for another available date at no cost.

### **BOARDING LOCATION**

1. Primary Boarding Location (marked 1 on map) Number 1 dock opposite Pickled Onion Restaurant.
2. Secondary Boarding Location (marked 2 on map) Number 1 dock next to The Bird Cage bar by the Hamilton Ferry Terminal. Will be used if primary spot is unavailable.

