

Terms and Conditions 2023/24

1. A deposit of \$800 per week is required to confirm your booking. The balance is payable two months prior to your boarding date. Packages are payable in full on booking. Failure to pay amounts by the due date may result in cancellation of your booking. Internet banking payments are to be made into the account stated on the invoice only. No responsibility will be taken for payments to incorrect bank accounts. Credit card payments will incur a 1% service fee, Seniors discount of 10% for stays of 5 or more nights can be claimed at the time of booking, prices cannot be adjusted later. Sorry no discounts at peak times, on packages, specials or on Pure Paradise.
2. A security bond in cash or credit card is payable on arrival. The bond is \$1000 per week or part thereof for Silver and Gold houseboats and \$1500 for Platinum and Diamond houseboats. This bond is doubled for all male or all female crews, or crews where the majority are under 25 years old. No buck shows or hens nights, you will be asked to leave the houseboat immediately. If using a credit card, please ensure that there is sufficient available credit. The bond is fully refundable (within 5 days after the end of hire), when the boat is returned on time, clean and in good condition. Any damage will be taken out of the bond at cost.
3. Bookings are accepted on the understanding that we will do all in our power to ensure the boat is available at that time. Should it be unavailable due to mechanical breakdown, unusual river conditions or other unforeseen circumstance, full payment will be refunded to the hirer. The company is not obligated to compensate the hirer for loss of time due to mechanical problems.
4. Cancellation of a booking must be made at least two months prior to hire to be eligible for a refund of deposit. Cancellations within 2 months of boarding will relinquish all monies paid. Any refunds are at the discretion of houseboat management. An administration fee of \$100 will be charged on all cancellations. The \$800 Deposit for peak periods (i.e. Easter, Christmas, New Year and January) is non-refundable for cancellations.
5. On boarding, you will normally be offered the insurance waiver option. If you are not offered the option, please feel free to ask for it. This is a fee of \$90 per night, which can help you in the case of an insurable incident. Your liability for damage over \$5000 (insurance excess amount) is limited to \$500, however you will still be liable for minor damage that is not claimable on insurance.
6. The number of people on board is limited to the number of berths by law. At least half of the crew must be a responsible person over 25 years of age with a full driver's licence if no parents are present. The boat must be driven in daylight hours only. No pets, (except on specific houseboats by prior arrangement, conditions apply including a fee of \$50 per pet), no firearms, no driving under the influence of drugs or alcohol. No smoking or vaping while on board any houseboat, a \$200 cleaning fee will apply if this is not adhered to. If a barbecue is left dirty, there will be a \$50 cleaning fee. No external sound systems are to be brought on board.
7. Although some houseboats have facilities for sleep apnea machines, we give no guarantee as to the continuity of power on board. We suggest that for machines that are life preserving, you bring your own backup power system.
8. The fuel tank will be full when you board. Fuel used including diesel, unleaded and gas will be charged on your return. Fuels are on average 40c higher than pump prices due to costs of infrastructure and delivery. We also charge an environmental waste disposal fee of \$15 per night. This assists with septic tank pump out and disposal, rubbish removal and recycling costs.
9. Hire will commence at 3.00pm the first day and the boat is to be returned by 9.30am and disembarked by 10am on the last day. Late returns will be charged a minimum of \$100.
10. The management reserve the right to refuse or terminate any hire without stating the grounds for refusal or termination, or to convert a hire to a static hire should the crew be deemed to be incompetent drivers after sufficient instruction by our staff.

