

CONDITIONS OF HIRE

Please read this carefully. When you book your holiday with us you are entering into a contract which binds you and us in various ways. You'll see we have clearly set out the Booking Conditions with a list of responsibilities and commitments we and you have towards each other.

1. Terms. All terms are per week or short break for the boat as equipped and described in the Caley Cruisers Ltd brochure. Saturday dates are shown. For boats starting Monday, the previous Saturday charges apply; for Friday starts, the following Saturday charges apply. Prices include VAT at 20% and are subject to change. In the event of a change in the rate of VAT during the course of the year, your holiday will be invoiced at the new amount of VAT unless you have already taken your holiday or paid the balance in full prior to the date of the change. Our booking confirmation is not a VAT invoice. You will receive a VAT invoice at the end of your holiday. Should the rate of duty on fuel change, we reserve the right to make an additional charge.

We reserve the right to correct errors in advertised prices; we will advise you of any such errors at the time of booking. We also reserve the right to correct errors in confirmed prices. In this case we will contact you as soon as we become aware of the error. If the correct price is higher and you do not wish to pay this, you will be entitled to cancel and receive a full refund of all monies you have paid to us providing you notify us within 14 days of our advising you of the error. We promise we will not seek to correct any error in a confirmed price within 8 weeks of the start of your holiday or more than 7 days after you make your booking.

You can normally board your boat at 2.00pm (subject to unavoidable delays). You must advise us if, due to unavoidable delays, you will not be able to arrive at the normal take-over time. Your boat must be returned and handed back no later than 8.30am to the Caley Cruisers boat yard in Inverness. You are obliged to leave everything in a clean and tidy condition. If you fail to return your boat on time and/or in a clean and tidy condition you are liable to an extra charge at the discretion of Caley Cruisers Ltd.

2. Making a Booking. When you book you are accepting on behalf of your party the terms of these Booking Conditions. A binding contract comes into existence once we have received your deposit and we have issued a reservation confirmation by email or post. The contract shall be deemed to have been made at our offices in Inverness and be subject to Scottish Law. We both agree to submit any dispute to the exclusive jurisdiction of the Courts of Scotland. In all cases these Booking Conditions form the basis of your contract.

3. Number in Your Party. There must be a minimum of 2 fit and able adult crew members over the age of 21 onboard. It is not permitted on any boat to carry more persons than advertised in this brochure. Accommodation is provided only for the number stated. Any change of party during a holiday must be authorised by Caley Cruisers Ltd. We require skipper and all crew to take part in our safety briefing (minimum of 2 adults required).

4. Payment. When you book you must pay the applicable Deposit requested. Your balance (together with your Fuel Deposit and non-refundable Damage Waiver) is due and payable by you 8 weeks before the start of your holiday. For bookings made within 8 weeks of the holiday start date you pay the full amount at the time of booking.

5. Changes by You. Up to 8 weeks before the holiday start date you may change your boat to another one within the fleet and within the same calendar year (subject to availability). You may transfer your booking to someone else or another party (introduced by you) at any time providing you notify us.

6. Cancellation by You. You must telephone us immediately if you have to cancel and on the same day send us written confirmation quoting your booking reference. Your cancellation is effective from the date we receive your written confirmation from you, which will be acknowledged. For early bookings we guarantee you an unconditional refund of the money you have paid if, before 15th January 2012, you have to cancel (for any reason) any holiday booked to be taken from 30th March 2012 onwards.

If you have to cancel after 15th January 2012 a charge will be applicable, as set out below.

Period before scheduled arrival date within which written cancellation notification is received	Cancellation charges as a % of Hire Charge
More than 56 days	Loss of Deposit
43 – 56 days	50%
29 – 42 days	70%
8 – 28 days	90%
7 days	100%

7. Minors. Bookings from persons under the age of 21 cannot be accepted.

8. Boat Handover. A free demonstration is given to you at the time of takeover. Whenever possible the person responsible for the booking must be present. Caley Cruisers Ltd would like as many crew members as possible to participate in the safety training, but a minimum of 2 fit & able adults (21+) is required. If not all party members are able to attend the safety training, you must inform the boat yard prior to arrival.

9. Damage, Breakdown and Defects. No responsibility will be accepted by Caley Cruisers Ltd for loss of time or expenses occurred through accidental damage to the boat while it is in your charge. We cannot accept liability for loss, damage or expense which occurs as the result of any defect or breakdown occurring during your cruise unless caused by proven reason of the boat operator's failure adequately to maintain the boat in a fit state and condition or caused by the acts or defaults of Caley Cruisers Ltd or its employees. Any defect or breakdown must be reported immediately to Caley Cruisers Ltd during your cruise so that steps can be taken to repair the boat or remedy the service. (It is unlikely that trouble of this nature will arise as every boat is carefully checked before the start of each cruise.)

10. Accidents. Your boat is insured but you have charge of the boat and are responsible for its safe navigation. In the unlikely event of structural or mechanical damage, however caused, no responsibility can be accepted by Caley Cruisers Ltd for loss of time or the cost of alternative accommodation or any other damages or expenses. In the case of any accident or damage to the boat, to other craft, to water property, or to any person, it is your responsibility to:
(a) Find out the name of the other boat involved together with the name of the owners and their.
(b) To report these facts, together with the extent of the damage, to us as soon as possible. No repairs may be put in hand without the permission of Caley Cruisers Ltd.

11. Your Fuel Deposit and Collision Damage Waiver. You must pay the Collision Damage Waiver which is non-refundable. This gives you full cover in the event of loss of or damage to your boat or its equipment except where any loss and/or damage is caused by the deliberate or negligent act or omission of you or any member of your party (including where the person concerned is under the influence of alcohol, drugs or any similar substance) or any failure by you to comply with these Booking Conditions. In this case, we reserve the right to make a charge to cover the loss or damage.

You will be asked to pay a Fuel Deposit from which the cost of any fuel used will be deducted and the balance refunded to you. In the event that fuel used exceeds the deposit amount, then you will be liable for the additional fuel payment.

Additional Deposits: You may be asked for an additional deposit of up to £150 per head at the discretion of Caley Cruisers Ltd. This is payable on your arrival and will be refunded to you when you have finished your holiday, providing you return the boat and its equipment on time, undamaged, clean and tidy and without third party claim against you. If the boat is returned late and/or additional cleaning of your boat is required on its return, you will be liable for the extra costs, which will be deducted in the first instance from your Fuel Deposit and payable on demand if in excess of the deposit balance.

12. Linen/Towels. Linen and towels are provided free of charge.

13. Layout Plans. Boats in this brochure are for general guidance. They are not to scale and alterations during building may occur. Some boats in classes have minor variations. Some boats have steps which may not be shown on the plan. If you have infirm or disabled members in your party you should enquire as to the suitability of your boat when booking.

14. Production Boats. Photos of standard production boats are sometimes used for a class group of boats. As production boats are not always finished in identical colour schemes, this means your boat may be different in colour from the photograph.

15. Obeying the Waterways Rules. You must observe the Navigation Authorities by-laws, including in particular the rule that you must not navigate after sunset or before dawn and your speed must not be such as would inconvenience or endanger other users of the waterway. On no account may you tow or be towed by other craft, unless you have professional assistance as towing can be a hazardous operation if incorrectly undertaken. Boats may not be entered in races or used for business purposes. No minor may control your boat without the supervision of an experienced adult. No portable heaters, cookers or barbecues of any type, bicycles, lighting equipment, canoes, windsurfers, dinghies, TV sets, electrical or gas appliances, or medical equipment may be taken or used aboard without the express prior permission of Caley Cruisers Ltd.

16. Availability. Your booking is accepted on the basis that your confirmed boat will be available for your use in accordance with these Booking Conditions on your agreed start date. Unfortunately this is occasionally not possible. If your confirmed boat is not available as agreed, this will almost always be due to events beyond our control. If your booking has to be cancelled (which we have the right to do) we will offer to transfer your booking to another date or vessel or offer a full refund. We regret that we cannot pay any compensation or meet any expenses or costs you may incur as a result of any such cancellation or change.

17. Unreasonable Behaviour. We have the right to refuse to hand over a boat to any person who in our opinion is not suitable to take charge. In such cases all hire charges paid will be refunded as quickly as reasonably practicable and there will be no further liability. In addition Caley Cruisers Ltd have the right to repossess a boat at any time if we consider you, or any member of your party, to be unsuitable to remain in charge because of age, ill health, inexperience, suspected or

actual influence of alcohol or drugs or any other reason, or because of irresponsible behaviour which is causing or is likely to cause danger or disturbance to any other person(s) or damage to any property. In this situation Caley Cruisers Ltd will have no further responsibility or liability and no refunds will be made or expenses met.

18. Events Beyond our Control. Unfortunately events beyond our control can occasionally affect bookings. When reference is made to such events in these Booking Conditions, this means any event(s) or circumstance(s) which we could not, even with all due care, foresee or avoid. Such events include the following:

- Destruction or damage of your boat (which cannot be remedied to a satisfactory standard before the start of your holiday) due to fire, flood, explosion, storm or other weather damage, accident, break-in, criminal damage or any similar cause.
- Mechanical breakdown or other mechanical or technical problems affecting your boat (which cannot be easily rectified before the start of your holiday).
- Flooding, shortage of water, obstruction, repairs, damage or similar event affecting any waterway, waterway structure or facility such as a lock or bridge or navigational equipment (which prevents or affects you taking your holiday).
- Adverse weather conditions and tides (which may restrict navigation and passage through bridges/locks).
- Shortage or non-availability of fuel for the boat.
- Late return by previous hirers.
- Industrial action, riots, civil strife, natural or nuclear disaster, fire, war, threat of war, actual or threatened terrorist activity and all similar situations.

We regret that Caley Cruisers Ltd cannot accept responsibility or pay any compensation or expenses where the performance of your contract with us is prevented or affected or you otherwise suffer any loss or damages as a result of events beyond the boat operator's control. This includes any delays to and/or restrictions on cruising to which you may be subject (Caley Cruisers Ltd and the waterways authority are entitled to impose restrictions in the situations mentioned above). However, if your booking has to be cancelled as a result, we will offer to transfer your booking to another date or offer a refund, as more fully described in Condition 16.

19. Your Pet. You are normally allowed to bring your cat or dog with you. The charge is £35 per pet, per week or short break. You must bring your pet-blanket or pet-basket and ensure that your pet(s) does not lie on the bedding or seating. Your pet must not be left unattended in your boat or elsewhere. If extra cleaning of your boat is required after your holiday because of your pet, a charge may be made.

20. Assistance Dogs. Registered assistance dogs will be accepted free of charge on all boats in this brochure, subject to availability of suitable accommodation.

21. Comments or Concerns. You must notify Caley Cruisers Ltd of any shortcomings with your boat immediately so that remedial action, if appropriate, can be taken. For all complaints and claims which do not involve personal injury, illness or death, we regret that it may affect our ability to investigate your complaint and may impact on the way your complaint is handled if you fail to notify us immediately during your holiday and then write to us at Caley Cruisers Ltd, Canal Road, Inverness, IV3 8NF, within 28 days of the end of your holiday.

22. Your Vehicles. Your vehicle and its accessories and contents are left entirely at your own risk. Caley Cruisers Ltd will not be responsible for any loss or damage from or to any vehicle from any cause whatsoever other than in the case of our negligence or that of our agents.

23. Liability. Except where otherwise specified in these Booking Conditions, Caley Cruisers Ltd cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) from any cause whatsoever other than in the case of our proven negligence. This clause does not attempt to exclude negligence or breach of statutory duty.

24. Personal Travel Insurance. You are strongly recommended to take out your own Personal Travel and Cancellation Insurance for your holiday.

25. Data Protection Policy. In order to process your booking and to ensure that your holiday arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, special needs etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. The information may also be provided to security or credit checking companies, or public authorities such as customs or immigration if required by law. However, we will not pass any information on to any person who is not responsible for part of your holiday arrangements. This applies to any sensitive information such as disabilities or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Your data controller is Caley Cruisers Ltd. You are entitled to a copy of your information held by us; if you would like to see this, please contact us. We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you brochures. If you do not wish to receive such approaches in the future, please write to us.