

# BOOKING INFO & FAQ





### **Q: HOW MANY PASSENGERS CAN TRAVEL ONBOARD?**

Passion: 36pax | Major Tom: 34 | Mayfair: 25

### **Q: HOW EARLY SHOULD I ARRIVE TO MY BOOKING?**

Please arrive 10-15 minutes prior to your booking time. This will ensure everyone has arrived and you have plenty of time to board the vessel and load up.

### **Q: WHAT SHOES SHOULD I WEAR?**

The best boat shoe is no shoe and generally we will ask you to remove your shoes upon boarding. Dark soled shoes mark the boat surfaces; and heels or flip flops can be quite hazardous on a boat - which is why we ask you go bare foot.

### **Q: CAN I SWIM?**

Yes!!! Please BYO towels - we highly recommend enjoying a swim while on charter however even if you don't choose to swim, we recommend bringing a towel just in case!

\*Bonus Passion & Major Tom, have a jumping platform!

### **Q: CAN I PLAY MY OWN MUSIC?**

All our boats have AUX outlets and Bluetooth connection to play your favourite music whilst onboard.

### **Q: DO YOU SERVE FOOD AND BEVERAGES?**

Each vessel has an extensive selection of beverages and catering to suit the individual needs of your event please confirm preferences at time of booking.

### **Q: IS THERE A BYO OPTION?**

Our BYO fee includes eskies, cups, plates, serving dishes, utensils, clean up and a BBQ onboard which our friendly crew can cook for you.

Please note ice is not included on Passion or Major Tom! We recommend you bring 4 bags or contact us in advance to arrange for you (\$6per bag)

### **Q: WHERE CAN WE CRUISE AND WHAT SIGHTS CAN WE SEE?**

Our vessels cruise the enclosed waters of Sydney Harbour. Your skipper will converse with you on the day to discuss what you would like to do and make recommendation subject to the weather. Generally, we go for a nice cruise from your pick-up location find a nice bay to anchor for lunch and a swim and end with a cruise of the sights before dropping you back.

### **Q: CAN I DECORATE/DELIVER ITEMS BEFORE MY CHARTER**

We can arrange pre-loading, with the option to travel with the vessel to the pick-up location (up to 3 guests) \$100.00 - subject to timing and availability. \*Option for drinks collection from Dan Murphey's in Rose Bay.



### Q: HOW DO I PAY?

To confirm your booking a bond is required. Once paid your booking is confirmed under the terms advised. 14 days prior, full payment is due. 3 days prior/ day of (depending on transaction) your bond is due. Please Follow instructions for payment as noted on your invoice.

### Q: DO I NEED TO PAY A BOND?

Yes, as advised 'in how do I pay' all bookings require a security deposit, this will be released one day post charter, providing there has been no reason not to release the bond. Your Captain will provide you with a briefing at the beginning of your booking with instruction. 99% of the time this will allow all to avoid any instances where you may risk losing some or all your bond. If any issues arise, we will discuss with the booking contact.

### Q: CAN I DRIVE/HIRE THE BOAT MYSELF?

Unfortunately, not. All our vessels are fully crewed and being commercial regulated vessels, require a professional licensed captain and crew.

### Q: WHAT HAPPENS IF IT RAINS OR ITS WINDY?

There is little we can do to prevent rain. Sydney Harbour is a very sheltered waterway with no chance of any big waves causing safety concerns. Our vessels travel in the most protected parts of the Harbour if required. A little rain will not have a major effect on a well-planned event and all our boats have plenty of undercover space to ensure everyone stays dry and warm. Any possible postponement is at the discretion of the vessel captain and pending future vessel availability.

### Q: CAN I MAKE CHANGES TO MY BOOKING?

There are some limitations with regards to bookings, once confirmed your booking date and time is locked in. If you wish to make changes to menu, wharf locations, guest numbers etc we can work with you to make amendments where possible, please notify us asap/ at least 7 business days prior.

### Q: I HAVE A QUESTION WHO DO I SPEAK TO ?

**At Any time:** Please contact us direct on email or mobile provided for any queries and we will be happy to assist. **On the day:** you can still get in touch with us however please note your captain on the day will be provided with your contact number and should they get in touch with you, they will be your contact for that day.

# ENJOY!