

BOOKING / BILLING

- 50% deposit is paid upon booking.
- 10% gratuity and 2% booking fee will be added to total. If booking online it will be displayed as 'Taxes and fees'.

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 / aux cord 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

- Children under the age of 12 must be accompanied by a responsible adult.
- 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

- Boarding dock location noted on picture. Number 1 Dock (Parking Lot). Opposite Pickled Onion Restaurant.

