

# RV COAST Explorer terms & conditions - 2024

## Booking & Payment

- Advance booking is strongly recommended online at [www.arrancoast.com](http://www.arrancoast.com). Full payment is taken at the time of booking unless alternative arrangements have been agreed. Tickets are not transferable and are valid only for the date and time on the ticket.
- When booking, a contact mobile phone number (where possible) and an email address must be provided so that we can attempt to advise the passenger of any delays or cancellations. However, ultimately, it is the passenger's responsibility to contact the Centre (+44(0) 1 770 600 656) to ensure that their trip is going ahead as scheduled.

## Restrictions

- Passengers must be fit and agile enough to board our vessel unaided and be able to negotiate harbour steps and slipways.
- Children under 16 years of age must be accompanied by a responsible adult. Minimum age for our boat trips is 6 years old, or over 20kg in weight.
- Dogs are not permitted on the vessel.

## Embarkation

- Passengers must arrive at the Discovery Centre at their allocated time. No refunds will be provided to any passenger who fails to arrive on time.
- Lifejackets are provided and must always be worn.
- Weather conditions can change very quickly and may result in passengers getting wet and / or cold, so suitable protective clothing should be worn, as conditions at sea can change quickly.
- We are not responsible for personal belongings that you take on board.
- We cannot be held responsible for any water damage that could occur to any equipment, clothing, or personal items. We suggest that any such equipment is kept in a secure watertight bag.
- The Skipper has the right to refuse entry for any reason and their decision is final.
- Minimum passenger numbers apply to RV COAST Explorer to operate. There are no minimum numbers for a private charter. We reserve the right to cancel any sailing if minimum numbers are not achieved. We will refund the cost of your ticket should this occur.

## Departure & facilities

- Passengers must pay careful attention and follow all instructions and safety announcements from the Skipper or crew. Any passenger ignoring reasonable instructions from the crew, causing disturbance or being a safety risk to other passengers will be taken ashore.

- Passengers must remain seated at all times unless the crew advises of periods when careful movement around the vessel is permitted. Passengers must exercise due care and attention to avoid slips and falls.
- Smoking is not permitted on board and the consumption of alcohol is prohibited.
- There is a toilet onboard.
- All our trips are accompanied by an experienced COAST staff member. Sightings of any species of wildlife cannot be guaranteed.
- On all vessels and islands, there must be no disturbance to wildlife and any litter must be retained and disposed of responsibly on return to the mainland.
- As weather and sea conditions can change rapidly, trip routes and duration time may have to be altered, without notice, at the Skipper's discretion. Refunds will not be payable in the case of an early return to shore. It is advisable that passengers wear suitable clothing in case the weather changes as it can soon become cold and wet while at sea. We recommend bringing a spare set of clothes should you get wet.

## Cancellations

- COAST reserves the right to cancel or alter the times of all boat trips, without notice. This can be due to a variety of reasons, including, but not limited to: changing weather and sea conditions; technical reasons; crew availability or lack of minimum passenger numbers.
- If the Centre/ Skipper decides to cancel a trip for any reason then an alternative time, date or a full refund will be provided.

- If a passenger cancels a trip, these are subject to the following terms:

### Passenger Cancellation Terms

- 48hrs or less before departure – No refund  
If a passenger wishes to request an alternative date or time, this can only be considered by COAST where a reschedule will not reduce passenger numbers below the minimum required for a sailing to proceed. RV COAST Explorer will sail in inclement weather, providing it is safe to do so. **Appropriate protective clothing should be worn. Please Bring sturdy footwear, sun lotion, drinking water and any refreshments you require.**