



Jacaranda Rental Policies

Before making a booking, ensure that this boat is suitable for you, based on the policies summarized below:

Property Policy	Description	Comment
Arrival Days	Rental periods run from Saturday to Saturday unless otherwise arranged.	We can be flexible on arrival days provided that the boat is available.
Cancellations Made by Guests	Cancellations up to 1 month before travel, may receive a full refund provided that we can re-let the boat. Any cancellations within 30 days of departure are not refunded.	Cancellations made up to 1 month before travel: If we can replace your booking, we will refund your money at the re-booked rate minus a 4% cancellation fee.
Check-In Time	1 PM – unless otherwise arranged	We require all guests to provide an Estimated Time of Arrival. Delayed arrivals beyond 1 hour of the ETA may be subject to a charge.
Check-Out Time	9 AM	We require the boat to be returned to its mooring at 9.00a.m. on departure day unless otherwise arranged.
Child & Baby Safety	The boat is equipped with a Infant Life Jacket and children's buoyancy aids. However, guests should remember that there is always a risk associated with being on and near water and appropriate supervision and vigilance is required.	
Child & Baby Friendly	We can arrange for baby travel cot and feeding chair if you require.	
Courtesy Hold Reservations	For maximum fairness for all, we operate on a first come first serve basis and do not "hold" reservation dates without confirmed payment	
Delayed Arrivals	No refunds	
Delivery of Directions and Access	Sent by email upon making balance of payment	Includes directions to the mooring and how to gain access to the boat



Information		
Excessive Cleaning Costs	Guest is responsible for paying excessive cleaning costs stemming from extraordinary cleaning above the standard typical Guest stay.	Cleaning associated with defacing the boat, or above the standard fees is considered property damage.
Excessive Noise	Canal boating is a leisurely, relaxing pastime. Excessive noise when moored near other boats or houses will be considered anti-social.	Any complaints received by the owner of excessive noise associated with the boat will be dealt with seriously
Fuel	Guests are responsible for their own fuel. Boat will be handed over with full tank of diesel and should be returned in same condition.	Should the boat not be returned with full fuel tank, water tank and empty loo, the Owners reserve the right to deduct £50 plus cost of fuel from the Security Deposit.
Single Sex Stag/ette Parties	We do not accept weekend stag/ hen parties on our boat and cannot rent to single sex groups.	
Head (Loo)	<p>Guests are responsible for emptying the head when the 'full' warning light comes on or sooner. The head will be empty at the start of the rental period and boat should be returned in same condition.</p> <p>Please note that disposal of any items other than normal human waste into the loo can cause blockage. This applies to excessive toilet paper, baby wipes and sanitary items.</p>	Should the boat not be returned with full fuel tank, water tank and empty loo, the Owners reserve the right to deduct £50 plus cost of fuel from the Security Deposit.
Ineligible Guests & Refusal of Business: 48-Hour Reservation Cancellation	The Owner reserves the right to cancel reservations made by, and refuse business to: Guests who do not meet the policies published in this Policies Table at the time of booking and past Guests known to have : intentionally violated rental policies, damaged and/or defaced rental properties through intentionally destructive and/or negligent behaviour, engaged in theft, broken local bylaws and laws, committed fraud or who misrepresented themselves, and Guests who have caused bodily or emotional harm to any third parties.	Guests will be issued a refund by personal cheque. Refunds will be adjusted for any payment processing expenses



	Reservations may be cancelled up to a maximum of 48 hours from the time the ineligible Guest made the booking.	
Late Payments	Not permitted	Late payments will result in cancellation of booking without refund
Liability	The Guest doing the booking is responsible and liable for all damages for ensuring that these policies are respected and adhered to.	Guest releases property owners from liability for theft or injury while in transit to boat or during the duration of the rental period.
Long Term Stays	We consider long term stays. Please contact the owner directly to discuss.	
Maintenance - General	The boat will be handed over in good working order. Should a fault develop during the rental period, we will do our best to rectify or suggest a work-around. Maintenance to the boat whilst away from it's mooring is not always possible.	Owners cannot be held liable for faults developing during the rental period. No refund will be offered in the event of a fault developing unless boat is inoperable.
Maintenance Emergencies	Please contact the owners on 07786 002578 or 01761 418333 to report any maintenance problems.	We will endeavour to rectify any issues as soon as practicable.
Maximum Sleeping Capacity	7 - although this is not recommended to be 7 adults due to the fact that the 3 rd berth is short for adults if 2 are sharing.	Additional persons will result in immediate cancellation of the booking. Owner also reserves the right to reverse the reservation within 24 hours of booking.
Minimum Age Requirement	At least one member of the party booking & staying in this property must be 25 years of age or older.	
Minimum Stay	3 nights. Please see Rates table	We may consider shorter stays by some past guests.
Missing Items	Guests are responsible for ensuring they have all personal items with them on departure. Owners cannot be held accountable for costs of replacing items that are missing upon the Guest departure.	Please make sure you check all drawers, cupboards and storage areas thoroughly. We will endeavour to return small items that are recovered to you. Costs of postage will be deducted from damage deposit.



Outdoor shoes	Hard soled shoes are both wearing to the floors of the boat and slippery. Guest are requested to wear only soft soled shoes – trainers or deck shoes.	
Parking	Guests are welcome to park ONE car at the mooring spot for the duration of the rental. Owners cannot accept responsibility or liability for any losses or damage to cars whilst parked.	Should guests require parking for more than one car should notify the owners at time of booking. We can in some circumstances accommodate 2 cars at the mooring spot but any additional will need to be parked elsewhere.
Pets	Well behaved dogs are welcome on board.	We respectfully request that dogs are kept off furniture and beds.
Policy Updates	Guests are accountable to the policies posted on my web site at the time of booking the property and are not subject to policies that were amended or added after their booking was made.	
Privacy	The Owner agrees to not sell, refer, rent or divulge to any third parties the names or personal information of their Guests without prior written consent from the Guests, except under force of law, or for law enforcement purposes relating to policy. The Owner also agree to not use Guest personal information for any reason other than its original intended purpose without written consent from the Guests.	Guests agree to not sell, refer, rent or divulge to any third parties the names or personal information of the Owner without prior written consent from the Owner. Guests also agree to not use Owner personal information for any reason other than its original intended purpose without written consent from the Owners and their Contact.
Property Damage	Property damage of common or private property includes: physical damage, excessive cleaning, defacing property, excessive noise, littering, lude public behaviour, missing items/theft	Guest agrees to pay up to £250 GBP for all private or common property damage caused by the Guest themselves, or a member of their party. Guests may also be asked to leave. Refunds will not be issued in this event and owner reserves the right to deduct costs of returning boat to mooring and to normal operating condition from security deposit.
Reservation Changes	Reservations can be changed based on our cancellation policies	



Smoking	Not permitted on board.	Smoking inside the boat will result in substantial penalties
Water supply	Guests are responsible for filling up on board water supply.	Explanation of how to fill water is provided on check in.