

## Skellig Falcon – Terms and Conditions 2024

These terms and conditions ('Booking Terms') are between Skellig Falcon (referred to as 'We'/'Us'/'Our') named in the booking confirmation and the person(s) making the Booking ('You/Your').

These terms are for the provision of tour services ('Trip(s)') by us to you.

By making a booking, you are deemed to accept and agree to be bound by the terms and conditions described here.

Please make sure that you have read our general health and safety policies which can be found on our website:

<https://www.skellig-falcon.com/health-and-safety-onboard/>

### **Making and paying for a booking with us**

Bookings are made and a contract between you and us comes into effect when we accept a booking from you. You must be able to enter into a legally binding contract and be over 18 years of age to make a booking.

When you make a booking with us, you will be asked to provide valid credit or debit card details in order to secure your booking. The card details you supply will be held by our card payment partner (Stripe) and no charge will be made at this time.

We'll send a booking confirmation to the email address you provide when making your booking.

We will use the card details that you supply to collect payment for your trip within 24 hours of your trip's final confirmed departure date and time.

You must let us know if your card details change before your trip takes place. In the event that we are unable to process card payment successfully before your trip takes place, we reserve the right to ask for payment by other means (cash/other card payment) before boarding.

## Contact information

We will provide a contact number for passengers to use to contact us for a final confirmation of departure time(s) and date(s).

It is your responsibility to contact us to obtain this confirmation at least 24 hours before your departure time and date.

We ask for full contact details for lead members of any group/party.

The lead member of any group/party will be the person who makes the booking on behalf of other people. We will use the details of this person for communicating information regarding the booking.

We will not use the contact information you supply to us for marketing purposes, unless you tell us that you consent to this.

We do not share contact information with other commercial organisations for marketing purposes.

Your information is not retained unless you request this in the course of making your booking with us.

In the course of making a booking using our online system, your payment details will be processed by our payment partner, Stripe.

We have no direct access to your card details.

## **Cancellations – how we will tell you and how you should tell us:**

If we have to cancel any trip, we will contact you using the phone number that you supply to advise you of the cancellation.

If you need to cancel within 48 hours of your planned trip ('last minute cancellation'), you should advise us as soon as possible **by phone** to the contact

number supplied to you in your booking confirmation.

We will not accept last minute cancellations by email.

If you need to cancel and it is more than 48 hours before your planned trip, we will accept an email notification.

### **Cancellation Policy – if we (Skellig Falcon) cancel due to bad weather/technical problems:**

Because our trips are dependent on the sea and weather, it's really important that we're able to contact you to keep you informed about your booking and to advise you of any changes to planned departure times or if we need to cancel.

Please make sure that the contact phone number and email that you provide when you make your booking is something that you can access easily.

**Please make sure you include your COUNTRY CODE with your phone number so that we can keep you updated with information about your trip.**

Because the safety and comfort of our passengers is our prime concern, we (Skellig Falcon) reserve the right to cancel any trip due to adverse sea/weather conditions or due to forecast weather/sea conditions or if we have technical problems that affect our operations. Please note that the Skipper's decision will be final in this assessment.

If we cancel your trip, we will do our best to re-schedule it.

We'll do this by re-scheduling the trip for later on the same day. If this isn't possible, we'll offer you an alternative date.

If we cancel a trip for whatever reason, your card will not be charged for that trip.

If you accept a re-scheduled trip, we will charge your card for that trip as per our usual practice.

## **Cancellation Policy – other instances in which we (Skellig Falcon) may cancel your trip**

We ask all passengers to dress appropriately (warm and weather/waterproof clothing, sunscreen, hats).

We reserve the right to refuse to carry passengers who are not dressed appropriately.

If we deny boarding to you for this reason, we will charge your card. No refund will be due.

## **Cancellation Policy – if you cancel less than 48 hours before departure or don't arrive in time for scheduled departure:**

If you cancel your reservation within 48-hours of departure, or do not arrive in time for a scheduled departure ('no-show'), we will charge the cost of your trip in full.

## **Cancellation Policy – if you cancel more than 48 hours before departure:**

If you cancel your reservation more than 48-hours before departure, we will not make any charge to your card.