

# Terms & Conditions and Deposit, Change & Cancellation Policy

Our terms and conditions will apply in full from the time at which we send a Booking Confirmation. If you then cancel, there will be cancellation charges. The Terms & Conditions relating to Deposits, Cancellation and Change Policy are listed in the below table.

Changes can be made to your booking in certain circumstances. However, acceptance of such changes is subject to availability of inventory, change/cancellation charges and any difference in tariff as applicable.

Adequate and valid **travel insurance is compulsory** for all clients boarding the boat. This is a pre-condition to accepting client bookings. Travel Insurance should be purchased simultaneously with the purchasing of your Houseboat Vacation. Travel Agents are advised to that clients insure themselves against any possible risk that may occur. Clients are required to ensure that they have sufficient insurance in respect of dependent relatives and force majeure events. DMCi sells Manulife Insurance. Please check with us for details.

Please read the full terms below for more information and for other important rights and obligations.

## Deposit required:

Period before departure in which you notify us	Deposit Policy
Time of Booking	40% of charter cost at the time of booking.
70 days or less	100%

## Changes & Cancellation Policy:

Period before departure in which you notify us	Cancellation charge
More than 70 days	Deposit only (40%)
Between 70 and 43 days	45% of total vacation cost

Between 42 and 15 days	60% of total vacation cost
Less than 14 days	100% of total vacation cost

## Changes

Changes must be in writing to DMCi before 4 PM ET. We will do our utmost to make these changes, but it may not always be possible. Clients will be asked to pay an administration charge of \$140 per booking amendment and any further cost we incur in making this alteration and any increase in the cost of your clients' trip. Should your clients request a major alteration within 10 weeks of departure (such as, but not limited to, a change of date or location or boat style), then this will be treated as a cancellation and re-booking and the cancellation charges shall apply.

### If You Change Your Booking

If, after our Booking Confirmation has been issued, your client's wish to change their travel arrangements in any way, for example the chosen departure date (in the same cruising season), destination or boat, Le Boat will do their utmost to accommodate such changes subject to availability of inventory. Any request for changes to be made must be in writing from the travel agent. DMCi & Le Boat are unable to accommodate any direct request from the client. The price of houseboat vacation may increase or decrease to reflect the changes requested by the client. Client will be required to pay an administration charge of CA \$175/US\$140 (more than 70 days prior to departure) or CA \$315/US\$250 (between 70 and 15 days prior to departure) per booking amendment and any further cost Le Boat will incur in making this alteration and any increase in the cost of your trip. Please ensure client's travel insurance will cover any changes or increased costs resulting from a change. Travel Agent should be aware that these costs could increase the closer to the departure date that changes are made.

Should the request a major alteration within 70 days of departure date (such as, but not limited to, a change of date or location or boat style) then this will be treated as a cancellation and re-booking and the cancellation charges detailed below shall apply.

Client may transfer your booking to another person, who satisfies all the conditions that apply to this booking, by giving us notice in writing at least 14 days before departure provided that the new lead passenger accepts the transfer and these booking conditions. Both the client and the new traveler are responsible for paying all costs we incur in making the transfer. Administrative charge of a minimum of CA \$75/US\$60 per person plus payment of all costs charged or levied by those supplying the travel arrangements.