

FAQ

1) Minimum number of adults required to book a Houseboat Holiday.

A minimum of two able bodied adults are required to book a Houseboat Holiday.

2) Minimum Boat Rental Nights.

The least number of nights one can book a Houseboat Holiday is 3 nights.

3) Boating License requirements.

- a) Boating License – Clients do not require a Boating License or experience to book our Houseboat Holiday.
- b) Who can captain the boat – Guests have to be minimum 18 years of age to Captain the boat.
- c) Why are we not required to have a prior boat license? – The reason clients do not require a license to operate the based on Boating Rules as set by Transport Canada. For more information, please visit the below link. <https://tc.canada.ca/en/marine-transportation/getting-started-safe-boating/rental-boats>.

4) What is included in the Package Price? What is not included?

- a) The price includes the charter of the boat and its equipment (kitchen gallery equipped, utensils), towels and linen for all passengers, a boat handling demo, technical support, on-board cruising information & locks fee (except in Ireland where locks fee should be paid locally in supplement).
- b) Clients must bring their own beach towels.

5) What should clients bring with them?

We recommend that clients bring:

- a) Some form of non-slip footwear such as boat shoes,
- b) A pair of gloves (gardening gloves or similar) as clients will need this when handling teh ropes during mooring and passing through the locks.
- c) Beach towels.
- d) Bring small foldable travel suitcases as these will be easier to store on the boat.
- e) Clients' can bring food & provisions with them if they wish, although most bases have a supermarket close by easily accessible by car. Alternatively, clients may order provisions in advance of their holiday and we will make arrangements to have same delivered to the boat at the start of the sailing.

Note: Extras, fuel, moorings fees, water/fuel refill, travel to the base are NOT included in the Houseboat Holiday price.

6) What is already on board?

- a) Hand soap – you should wash your hands regularly.
- b) Bed linen – which has been washed at high temperature.

- c) Duvets and pillows.
- d) Small bathroom towels and tea towels (not beach towels) – washed at high temperature. Clients must bring their own beach towels.
- e) Fridge (with a small freezer compartment for ice), burners and gas oven. The size of the fridge depends of the boat model, please refer to boat feature specifics located on individual boat pages for more technical details.
- f) Kitchen utensils, cutlery, pots and pans.

Note: the boats do not carry hairdryers. Clients must bring their own.

7) The Boats

- a) How many boats are there in the fleet – there are 24 boats, all of them 3 years or less in age.
- b) Deck Plan – please refer to Our Boats.
- c) Captain's Handbook – offers valuable information about the boats and boating on the Rideau Canal.

Note: For specific information about the boats, please visit – Our Boats.

8) Boats come with

- a) Wi-Fi – almost 100% of the Rideau Canal is covered. Quality of signal will depend on where your boat is on the canal.
- b) Cell phone coverage – available almost all along the Rideau Canal. It depends on the Wi-Fi signal.
- c) Bluetooth.
- d) USB Ports.
- e) Instagram.
- f) Guidebook.
- g) Binoculars.

9) Safety – every boat comes with:

- a) First Air Kit.
- b) Fire Extinguisher.
- c) Life Vests. Clients must bring their own life vests for pets they bring on board.
- d) Lifeline for man overboard circumstance.

10) Check In & Checkout. Can Clients Organize An Early Check-In Or Lake Check-Out?

- a) Hotel Check-in – 4 PM
- b) Hotel Check-out – 11 AM.
- c) Charter Boat Check-in – 2 PM
- d) Charter Boat Check-out – 9 AM
- e) Early Check-in – 12 Noon - \$ 145 plus 13% HST.
- f) Late Check-out – 12 Noon - \$ 145 plus 13% HST.

Note: Extremely late arrival (due flight delays etc.) – Clients must advise us as soon as they become aware of such situations. We will accommodate as best as possible.

Note: What time should clients report – we recommend reporting 2 hours ahead to the base.

11) Fuel – How Much Should Clients Budget For Fuel?

- a) The boats come with a full tank of fuel – 700 liters. This should be more than enough for most of the sailings.

- b) Before departure, client will be required to leave a engine hours deposit in the local currency for the value of between CA \$150 to \$350 depending on the length of the charter. At the end of the holiday, clients are refunded the excess or be asked to pay any additional costs as required. For client information, typical consumption of fuel will run around.

Length of Charter	Deposit	Typical Consumption
3 to 4 days Charter	\$150	\$225
7 Days	\$300	\$425

12) What Will Affect the Fuel Usage?

Typically, the consumption of fuel is dependent on hours the engines are running. The engines are still working even if they are idling.

13) Water & Heated Water

- a) Boats come with a full tank of 500 liters of Water. This should be more than enough for most of the sailings including showers. If required, clients can top up along the canal as they cruise. The Rideau Canal Guide provides information on where clients can top up if required.
- b) Heated Water – offered on the boat. The water is heated by batteries on board.
- c) Grey & Black Water – the boats have inbuilt grey and black water tanks large enough that there should be no need to dump. Dump stations are available along the canal. Refer to Rideau Canal Guide for more information.
- d) Grey Water - is wastewater that has been collected from the vessels galley, showers, laundries and sinks.
- e) Black Water - describes wastewater containing fecal matter and urine.

14) Power onboard

- a) Boats are running on 110 Cycle. Converters must be brought with you if clients are coming from a 220-cycle domain as converters are not easily available locally. Clients from overseas will need a plug adaptor suitable for use in Canada. In Canada, the electric wall outlets where the plugs go are for types A and B, requiring two and three prong plugs like in the United States. On the boats, these sockets only provide power when cruising or when 'hooked-up' to a shore power supply.
- b) The boats also have USB sockets in the saloon and all cabins. All boats have a 12-volt power sockets (as you would use in a car) which can be used to plug in your adapter lead for a mobile phone or any other low power equipment.
- c) The boats come with on board batteries that charge as the boat operates and provide necessary power for the boat. Clients can also hook up to onshore power source when moored.

Note: For onshore power, Parks Canada typically charges \$10 per day. The cost of onshore power is not included in the cost of charter.

15) Pet Friendly

Yes, you can bring your pets on board. A charge of CA \$85 + HST applies per animal.

16) Busiest Months on Rideau Canal



With almost no commercial traffic and run by Parks Canada, the Rideau Canal is operated almost exclusively as a recreation space. This means, as you travel, you'll see many locals and visitors alike taking the time to enjoy the canal. Common activities include boating, canoeing, fishing, hiking, cycling, stand-up paddle boarding and jet-skiing.

- a) July – is the busiest month and the canal can get busy.
- b) June, August, and September are the quieter months.
- c) May and October are the perfect time to escape the masses.

Note: Fall Colors - Traveling in late September and thru October has the added benefit of being able to witness Canada transformed by autumn colors.

17) Itinerary Planning & Rideau Canal

- a) Rideau Canal Guide – refer to Rideau Canal.
- b) Locks & Lock Stations – All Locks and Lock Stations are operated by Parks Canada. Clients must refer to Rideau Canal Guide for opening and closing times when planning their itinerary. Clients are not allowed to operate any of the locks or interfere/help with the process of operating the locks.
 - i) 24 Lock Stations.
 - ii) 27 Locks.
- c) Lock Fees – refer to Tariffs.
- d) Mooring fees – refer to Tariffs.
- e) Next Town – maximum 3 hours sailing away.
- f) Weather Reports – provided.

18) Itinerary – clients plan their own itinerary. We will provide with assistance if required.

19) Mooring Stations along Rideau Canal - 24 Lock Stations, 47 Locks

Ottawa	Manotick	Edmonds	Beveridges	Westport	Upper & Lower Brewers
Dows Lake	Burrits Rapids	Old Syls	Perth	Newboro	Kingston Mills
Hartwells	Nicholsons	Combined Lock	Rideau Ferry	Chaffeys Lock	Kingston
Hogs Back	Clowes	Smiths Falls	Colonel by Island	Davis	
Black Rapids	Merrickville	Detached Lock	Portland	Jones Falls	
Long Island	Kilmarnock	Poonamaile	The Narrows	Seeleys Bay	

20) CDW (COLLISSION Damage Waiver)

The CDW provides cover against accidental damage or loss to the vessel and ancillary equipment. Pre-paying the CDW means you will pay a lower Security Deposit at the base.

Clients has two options to choose from:

- a) Option 1 – Buy at the time of booking CDW at CA \$ 79 per day per vessel plus HST. Should clients opt for this choice, they are required to leave behind a security deposit for a minimum deductible of CA \$1,135 per vessel chartered. On the return of the vessel without any damage to itself, the equipment onboard or a third party, the full deposit will be returned. If the vessel is returned with damage to itself, the equipment onboard or a third party, all or appropriate portion of the deposit as deemed necessary by Le Boat will be retained to cover such costs.
- b) Option 2 - Leave a deposit for the sum of CA \$ 4,920 and not pay any daily CDW charges. Once again, full refund will be made when the vessel is returned without any damage to itself, the equipment onboard or a third party. If the vessel is returned with damages to itself, equipment abroad or a third party, all or appropriate portion of the deposit as deemed necessary by Le Boat will be retained to cover such costs.

21) Parking at the base (Smiths Falls)

Parking is available at \$7 (approx.) per day. Clients are required to prebook the parking.

22) Grocery Pack

Clients may bring in their own groceries or order a Grocery Pack through us. Several grocery, beer and liquor stores are also available in Smiths Falls as well as along the Rideau Canal sailing route.

23) BYOB

Clients may bring in their own liquor. Operating the vessel under the influence of intoxicant substances including alcoholic beverages, recreational marijuana, etc. is strictly prohibited. Rules similar to D.U.I. applies.

24) Can Clients Bring Their Own BBQ?

No, the law is strict and only a fitted BBQ can be used on a boat. The boats come with hotplate BBQs. Parks managed by Parks Canada along the Rideau Canal have BBQ Pits that could be used by clients.

25) Technical Assistance

The boats are very new and technical issues are not expected. Boats are no older than 3 years and subject to maintenance post each cruise. However, 24/7 shore help is available should there be a situation that requires immediate attention.

26) Speed of the vessel

Boats are built with a max speed of 10 miles per hour.

27) Captain - can we hire one?

Yes, you can for an additional cost. Please check with us for more information on this. Typically, Captains leave the boat most evening unless your clients would need them to stay with the family/group. If Captain has to stay on board the boat with the clients, meals and accommodations must be provided.

28) Fishing

Client can go fishing. To the best our knowledge, the catch is fit for human consumption. Fishing Licenses are required and same can be acquired from Minisx`try of Natural Resources and Forestry.

29) Extras - should clients book ahead?

It is possible to purchase Extras at the base, however all Extras are subject to availability. Therefore, it is best to pre-book and prepay for your Extras prior to travel to ensure you don't miss out! Please refer to the Holiday Extras page for pricing and a full list of possible Extras.

30) Seasick - would guests fall Seasick?



The answer is no. Clients are sailing waters that have literally no waves.

31) Hospitals

There are big hospitals in Kingston and Ottawa. Small clinics are available in Smiths Falls and some of the smaller towns along the sailing route.