

# STARIDA

Puffin Island Cruises  
Fishing Trips



# 2021

## risk assessments for groups

cruises and fishing trips from beaumaris

staridacruises  
staridafishing



## **contents**

---

introduction

general information

regulatory framework

format of risk assessments

what steps will be taken in an emergency

contact details

safety announcement

risk assessments

conditions of carriage & cancellation policy

## **introduction**

---

Starida Sea Services encourage visits by groups, including groups of children.

Groups of children should be supervised by sufficient responsible adults throughout their visit. It is our assumption that children under 16 will be supervised on the basis of one adult to 12 children and children under 10 will be supervised on the basis of one adult to 8 children. In the case of very young children, or those with special needs, the supervision level may be considerably higher; the same would apply to vulnerable adults.

This risk assessment has been prepared to cover risks which are specific to our boat trip. It does not cover risks which might be experienced in ordinary life or which could be classed as “common sense” risks, for example children running about and falling over.

Our risk assessment commences from the time that a group arrives at the embarkation point. Most LEAs, schools and youth groups have their own risk assessments covering travel to and from outside venues and Starida Sea Services cannot manage the risks during those phases of your visit.

We make a mandatory safety announcement at the commencement of every trip and we would ask that group leaders ensure that their group pay full attention to this, even if they regularly undertake water-based activities; a copy of the announcements is included in this document.

All passengers are given an information leaflet prior to boarding which includes a summary of our emergency procedures.

## **general information**

---

All trips are weather permitting and it is expected that the driver/courier/group leader will contact us on the morning of the trip to confirm whether we are able to sail as planned; full details on how to do this will be provided at time of booking. We accept that on occasion it is not practical to call on the morning of the trip, and if this is the case, please advise at time of booking so alternative arrangements can be made.

All trips depart from Beaumaris Pier.

**address:** Starida Booking Kiosk, Beaumaris

**post code:** LL58 8BS

**what3words:** scale.yoga.flagpole

**telephone:** 01248 810379

Due to restricted space by the kiosk, you are strongly advised to make use of one of the two dedicated coach drop-off points on Castle Street, which are about 200-250m from the kiosk. Full directions, along with details of coach parking arrangements and how to collect boarding cards, will be provided at time of booking.

All trips are subject to our standard conditions of carriage and cancellation policy, and, where relevant, our standard terms of business.

## **regulatory framework**

---

Starida Sea Services are regulated by the UK Maritime & Coastguard Agency, who have inspected and approved our Domestic Safety Management plan. All our vessels are regularly inspected by or on behalf of the MCA. We take all necessary steps to comply with our requirements under the Health & Safety at Work etc. Act 1974 and the Merchant Shipping Act 1995, and any regulations and rules made under their authority.

We have a comprehensive health and safety manual that details our procedures for ensuring a safe work environment, along with emergency procedures. A copy of this document, along with further information on how the company manages its responsibilities, can be made available upon request.

## **format of risk assessments**

---

In preparing this document, we have been guided by advice on educational visits issued by the Welsh Government, the UK Department for Education, RoSPA and the Health & Safety Executive, along with our experience in organising such visits.

Our risk assessments are based on guidance issued by the MCA and HSE and are not intended to be exhaustive lists of potential hazards, but do cover the principle hazards we encounter.

A particular hazard may affect all participants including children, their group leaders, and operating staff.

## **what steps will be taken in an emergency**

---

Emergencies requiring immediate assistance by the Coastguard will be called by VHF radio in the usual way; other emergency services will be called by dialling 112/999. The group leader should inform the skipper of the nature of the emergency and appropriate action will be taken.

Each vessel carries a first aid kit and all skippers and most crew have at least basic first aid skills. Starida Sea Services does not undertake to provide qualified first aiders.

The nearest Accident & Emergency Department is at Ysbyty Gwynedd, Bangor LL57 2PW.

**telephone:** 01248 384384

Group leaders should decide in advance how to divide responsibilities if a visit is curtailed in the event of an emergency. In this context it is helpful if a single person is appointed to be in charge of the whole group. This applies to adults as well as children.

## **Contact details**

---

If you require any further information on our risk assessments or safety management procedures, please contact:

**name:** Gareth Williams

**telephone:** 01248 810907

**email:** [gareth@starida.co.uk](mailto:gareth@starida.co.uk)

**postal address:** Shed 15 Gallows Point, BEAUMARIS LL58 8YL

<b>Issue</b>	4.1
<b>Date</b>	01/05/2019

The following announcements will be made to all passengers at the commencement of each voyage; it shall be the responsibility of the skipper to ensure that the appropriate announcement is made. These announcements are based on the guidance contained in Merchant Shipping Notice M.1386.

**Island Princess**

“Welcome aboard the Island Princess. As we leave the pier, please listen carefully to the following safety announcement.

In the unlikely event of an emergency you will be informed by means of an announcement. Please remain calm and follow the crew’s instructions.

The vessel is equipped with life rafts and lifebuoys/perry floats which can be manually launched or will float free in the event of the vessel sinking. Six- and eight-man life rafts are located on the cabin roof and a 65-man life raft is on the stern. Life jackets are located in the cabin and will be issued in the event of an emergency and full instructions will be given.

Fire extinguishers and controls for the fire extinguishing system within the engine room are located in the cabin.

Instructions for all lifesaving and safety equipment can be found in the cabin.

Please note that smoking or the consumption of alcohol is not permitted on this vessel. To ensure the safety of everyone on board, we request that children are kept under your supervision at all times. Dogs must be kept on a lead and under full control at all times.

You will find a summary of this information on the passenger information leaflet you have been given. If you have any questions, please speak to a member of crew now. Thank you for your attention.”

**Starida II and Sarah Jane Too**

“Welcome aboard the Starida II/Sarah Jane Too. As we leave the pier, please listen carefully to the following safety announcement.

In the unlikely event of an emergency you will be informed by means of an announcement. Please remain calm and follow the crew’s instructions.

The vessel is equipped with life rafts and lifebuoys/perry floats which can be manually launched or will float free in the event of the vessel sinking. Six- and eight-man life rafts are located on the cabin roof. Life jackets are located in the cabin and will be issued in the event of an emergency and full instructions will be given.

Fire extinguishers and controls for the fire extinguishing system within the engine room are located in the cabin.

Instructions for all lifesaving and safety equipment can be found in the cabin.

Please note that the consumption of alcohol is not permitted on this vessel, and that smoking is only permitted in designated areas. To ensure the safety of everyone on board, we request that children are kept under your supervision at all times.

You will find a summary of this information on the passenger information leaflet you have been given. If you have any questions, please speak to a member of crew now. Thank you for your attention.”

<b>See also:</b>	
<b>Company Safety Manual</b>	
<b>Vessel Safety File</b>	
<b>Vessel Technical File</b>	
<b>Other</b>	

Procedure Passenger embarkation/disembarkation				Initial risk			Precautions/Control systems	Residual risk		
				Severity	Probability	Risk score		Severity	Probability	Risk score
Task	Hazard	Cause	Effect							
Passenger embarkation	Crush at loading point	Poor crowd control	Injury to crew or passenger Delays in boarding Potential loss of reputation	2	3	6	Skipper and crew to ensure high standards of communication and cooperation  Keep passengers away from the vessel (behind gate when using Beaumaris pier) until vessel is secure against pontoon/landing stage  Ensure passengers use provided handrails walking to vessel and whilst embarking and pontoon/landing stage are tidy and free of obstruction  Ensure mooring ropes are tied securely and loose rope kept clear of embarkation point  Ensure passengers board vessel in controlled and safe manner, avoiding crowding on the pontoon/landing stage  Provide assistance as required without jeopardising the safety of other passengers or crew  Ensure crew fully aware of, and follow, embarkation procedure at all times  Ensure crew fully aware of man	1	1	1
	Passenger slips or trips on pontoon/landing stage	Wet floor Obstruction Untidy pontoon/landing stage Poor/unsuitable footwear	Injury to crew or passenger	2	4	8		2	2	4
	Passenger falls into sea, with potential for crush between vessel and pontoon/landing stage	Passengers embarking when vessel not secure Passenger slipping/tripping whilst on pontoon/landing stage	Drowning Injury to crew or passenger Effects of cold Delays whilst recovery undertaken	5	2	10		5	1	5

							<p>overboard procedure and aware of location and safe use of all life-saving apparatus</p> <p>Ensure all crew receive suitable training in embarkation procedures and basic rescue procedures and are fully aware of their roles in event of an emergency</p> <p>Inform passengers of the need to wear suitable clothing and footwear</p>			
	Overloading vessel	Overbooking passengers	<p>Potential prosecution and loss of licence</p> <p>Insufficient life-saving apparatus for all passengers</p>	<b>3</b>	<b>5</b>	<b>15</b>	<p>Follow passenger accounting procedures in safety file and ensure all staff are aware of the procedures</p> <p>Ensure all passengers recorded in appropriate register</p>	<b>1</b>	<b>1</b>	<b>1</b>
Passenger disembarkation	Passenger slips or trips on pontoon/landing stage	<p>Wet floor</p> <p>Obstruction</p> <p>Untidy pontoon/landing stage</p> <p>Poor/unsuitable footwear</p>	Injury to crew or passenger	<b>2</b>	<b>4</b>	<b>8</b>	<p>Ensure by means of announcement that all passengers remain seated until vessel secure; back up with printed information</p> <p>Ensure passengers use provided handrails walking to vessel and whilst disembarking and pontoon/landing stage are tidy and free of obstruction</p>	<b>5</b>	<b>1</b>	<b>5</b>
	Passenger falls into sea, with potential for crush between vessel and pontoon/landing stage	<p>Passengers disembarking when vessel not secure</p> <p>Passenger slipping/tripping whilst on pontoon/landing stage</p>	<p>Drowning</p> <p>Injury to crew or passenger</p> <p>Effects of cold</p>	<b>5</b>	<b>2</b>	<b>10</b>	<p>Ensure mooring ropes are tied securely and loose rope kept clear of embarkation point</p> <p>Ensure passengers disembark vessel in controlled and safe manner, avoiding crowding on the pontoon/landing stage by making their way immediately from the pontoon/landing stage</p>	<b>2</b>	<b>2</b>	<b>4</b>

							<p>Provide assistance as required without jeopardising the safety of other passengers or crew</p> <p>Ensure crew fully aware of, and follow, embarkation procedure at all times</p> <p>Ensure crew fully aware of man overboard procedure and aware of location and safe use of all life-saving apparatus</p> <p>Ensure all crew receive suitable training in embarkation procedures and basic rescue procedures and are fully aware of their roles in event of an emergency</p>			
<p>Emergency disembarkation</p> <p>Passenger means any person on board vessel</p>	<p>Passenger falls into sea</p>	<p>Poor communication</p> <p>Panic and/or disorientation</p>	<p>Drowning</p> <p>Injury to crew or passenger</p> <p>Effects of cold</p> <p>Potential delays in completing emergency disembarkation</p>	<b>5</b>	<b>4</b>	<b>20</b>	<p>Ensure crew fully familiar with emergency situation procedures for vessel, including location of all life-saving apparatus</p> <p>Ensure by way of announcement that passengers are aware of basic procedure in event of emergency; back up with printed information, incl. pictures/diagrams</p> <p>Crew to assist passengers to disembark in controlled and safe fashion</p>	<b>5</b>	<b>2</b>	<b>10</b>
	<p>Passenger slips or trips</p>	<p>Poor communication</p> <p>Panic and/or disorientation</p> <p>Ropes etc on deck</p>	<p>Injury to crew or passenger</p> <p>Potential delays in completing emergency disembarkation</p>	<b>3</b>	<b>3</b>	<b>9</b>	<p>Ensure ropes and lines stowed securely and loose rope kept clear of gangway</p>	<b>2</b>	<b>2</b>	<b>4</b>



	Passenger unable to disembark	Physical or mental disability Panic and/or disorientation	Drowning Injury to crew or passenger Effects of cold Potential delays in completing emergency disembarkation	5	4	20	Prior to boarding, ensure passengers have sufficient mobility to be able to disembark with minimal assistance in event of emergency  Ensure by way of announcement and printed information that passengers are aware of emergency procedures	5	2	10
--	-------------------------------	--	---	---	---	----	--	---	---	----

**This list is not exhaustive – all staff involved are to be vigilant for additional risks and report them to their supervisor at earliest opportunity**

Prepared	Gareth Williams	Date	01/04/18	<b>Severity</b> 1. No or insignificant damage 2. Minor damage or illness. First aid treatment. 3. Serious damage or illness. Loss of working hours. 4. Serious damage or illness. Disablement. 5. Fatality or Major Injury of one or more persons.	<b>Probability</b> 1. Unlikely. No knowledge of any such cases. 2. Not likely to occur but may occur. 3. Now and then, occurs occasionally. 4. Likely, could occur more than once. 5. Frequently, could occur regularly.	1-8 Low or acceptable risk. Activity can be carried out according to standard procedures
Approved	Stan Zalot	Date	06/04/18			9-15 Medium risk. Operations to be carried out only after the appropriate management have given its approval after consultation with specialists.
Reviewed	Gareth Williams	Date	30/04/21			16-25 High risk. Must be reduced. Operation shall not be carried out

Procedure Fishing trips				Initial risk			Precautions/Control systems	Residual risk		
				Severity	Probability	Risk score		Severity	Probability	Risk score
Task	Hazard	Cause	Effect							
Fishing	Injury/wound from fish hook	Inattention Inexperience Lack of supervision	Injury to passenger/crew	3	3	9	Ensure all rods and associated tackle are in satisfactory condition Provide safety briefing to all passengers prior to issuing rods Ensure inexperienced anglers (especially children) are adequately supervised by parents/guardians	2	2	4
	Injury/wound from knife/other sharp object	Inattention Inexperience Lack of supervision Sudden vessel movements	Injury to passenger/crew	4	3	12	Ensure all passengers behave in an acceptable manner throughout the trip and that no alcohol or illegal drugs are consumed; refuse passage to any person the skipper deems unfit through drink, drugs or any other reason. Ensure all sharp implements (e.g. hooks, knives etc.) are safely shored when not in use. Ensure vessel deck is kept clean and tidy at all times Should injury occur, do not remove the hook (and dissuade casualty from removing hook), dress as for embedded object and arrange immediate transfer to Accident Unit. If hook/knife causes wound but is not embedded, dress wound and advise casualty to seek medical attention and check tetanus status.	4	2	8

							Record <b>ALL</b> details in vessel log if minor injury, otherwise accident form			
							Ensure all crew are aware of location of first aid kit			

**This list is not exhaustive – all staff involved are to be vigilant for additional risks and report them to their supervisor at earliest opportunity**

Prepared	Gareth Williams	Date	01/04/18	<b>Severity</b> 1. No or insignificant damage 2. Minor damage or illness. First aid treatment. 3. Serious damage or illness. Loss of working hours. 4. Serious damage or illness. Disablement. 5. Fatality or Major Injury of one or more persons.	<b>Probability</b> 1. Unlikely. No knowledge of any such cases. 2. Not likely to occur but may occur. 3. Now and then, occurs occasionally. 4. Likely, could occur more than once. 5. Frequently, could occur regularly.	1-8 Low or acceptable risk. Activity can be carried out according to standard procedures
Approved	Stan Zalot	Date	06/04/18			9-15 Medium risk. Operations to be carried out only after the appropriate management have given its approval after consultation with specialists.
Reviewed	Gareth Williams	Date	30/04/21			16-25 High risk. Must be reduced. Operation shall not be carried out

# Conditions of Carriage

These Conditions of Carriage apply to all Bookings made on or after 1<sup>st</sup> January 2018

## 1. PRELIMINARY PROVISIONS AND DEFINITIONS

- 1.1 These Conditions of Carriage form an integral part of all bookings, quotations and contracts provided by the Carrier.
- 1.2 These Conditions of Carriage apply to the exclusion of any other terms or conditions that the Customer seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.
- 1.3 In these Conditions of Carriage:  
**'Applicable Laws on Consumer Rights'** means all applicable laws, rules, regulations, instruments and provisions in force from time to time relating to consumer protection, including but not limited to the Consumer Rights Act 2015.  
**'Booking'** means the Passenger's booking of carriage, as set out in the booking form, or the Passenger's acceptance, written or otherwise, or the Carrier's quotation, as the case may be.  
**'Carriage'** means the transport booked by the Passenger.  
**'Carrier'** means Starida Sea Services, as well as the party or parties providing the Carriage and any authorised member, agent, employee or representative of the Carrier.  
**'Parties'** means the Carrier and the Passenger; each a Party and collectively the Parties.  
**'Passenger'** means a party or parties with whom the Carrier agrees to carry in accordance with a Booking made with the Carrier, as well as any authorised member, agent, employee or representative of the Passenger. In the event that the Carrier enters into an agreement with more than one party, the obligations of such other parties shall be joint and several, unless otherwise agreed in writing.
- 1.4 Where any part of the contract involves the provision of goods or services other than carriage, the Carrier's standard terms of business shall also apply.
- 1.5 All Carriage is offered solely in accordance with the Carrier's Conditions of Carriage as set out herein, but where the Convention relating to the Carriage of Passengers by Sea 1974 (the Athens Convention) applies to the Booking, the terms of that Convention shall prevail in the case of any potential inconsistency between these Conditions and the Convention.
- 1.6 Where one Booking is made in respect of a number of Passengers the person who makes that Booking contracts with the Carrier as agent for all the Passengers in respect of whom the Booking is made and tickets/boarding cards issued with the intent and so that all such Passengers are bound by these Conditions of Carriage; and the person who makes the Booking and/or collects any ticket/boarding card warrants that he or she has authority so to contract on behalf of all such Passengers and to bind them as aforesaid.
- 1.7 Except as any applicable law may require, the Carrier shall not be liable for any death, wounding or bodily injury other than death, wounding or bodily injury arising solely from the negligence of the Carrier, its servants and agents arising out of or in connection with the Carrier and the Passenger hereby agrees for himself, his personal representative/s and dependant/s to waive all rights of claim against the Carrier and discharges the Carrier, its servants and agents from any such claim.
- 1.8 The Carrier does not accept liability for any loss suffered by the Passenger in respect of any loss or damage to the Passenger's property whilst in the vicinity of the vessel or on, or left at, the pier during embarkation. In these Conditions of Carriage the expression 'Property' includes baggage, money, valuables, motor or pedal cycles and any property whatsoever of the Passenger.
- 1.9 Although every effort will be made by the Carrier to prevent or minimise any delay or inconvenience, the Carrier shall not be liable for any delay or inconvenience or for any loss resulting therefrom suffered by any Passenger whether or not such delay or inconvenience or resulting loss, expense or damage arises from negligence or fault of the Carrier, its servants, agents or independent contractors and whether on land or at sea.
- 1.10 Any exclusion or limitation of liability of the Carrier shall apply to and be for the benefit of agents, servants and representatives of the Carrier and any person whose Vessel is used by the Carrier for Carriage and its agents, servants and representatives.

## 2. VARIATION IN RESPECT OF SAILINGS

- 2.1 All trips are subject to availability and minimum charges.
- 2.2 The Carrier will make every reasonable effort to undertake the advertised and any other agreed and offered sailings but no sailings are guaranteed and sailings may be altered, delayed, amended or cancelled at the sole discretion of the Carrier or the Master of any vessel. If the performance of the proposed voyage is hindered or prevented (or in the opinion of the Carrier is likely to be hindered or prevented) by war, hostilities, blockade, weather condition, ice, labour conflicts, breakdown of the vessel, congestion, docking difficulties or any other cause whatsoever or if the Carrier considers that for any reason whatsoever, proceeding to, attempting to enter, or entering or remaining at any place may expose the vessel to risk of loss or damage or to be likely to delay her, the Passenger and his property may be landed at the place of embarkation or at any place which the Carrier or Master in his or her absolute discretion may reasonably decide on when the responsibility of the Carrier shall cease and this contract shall be deemed to have been fully performed or if the Passenger has not embarked the Carrier may cancel the proposed voyage and shall refund Passengers money or fares paid in advance.
- 2.3 Any advertised trip duration is a guide only and the Carrier reserves the right to modify or cancel any tour or substitute another vessel at its absolute discretion and it shall not be liable for any loss, damage, delay or inconvenience resulting therefrom.

2.4 All Bookings made and payments received are subject to the Carrier's standard cancellation policy.

## 3. DISCRETION AS TO CARRIAGE

- 3.1 The Carrier may, where reasonable, refuse to allow any Passenger to embark and may cancel the contract with such Passenger at any time before sailing and shall in that case and at its absolute discretion return the passage money paid for such Passenger and such Passenger shall have no claim whatsoever against the Carrier in respect of such refusal or cancellation.
- 3.2 Under no circumstances shall any Passenger bring any alcohol, drugs, illegal substances or dangerous goods aboard the Vessel. Smoking is not permitted on board the Vessel.
- 3.3 The Carrier does not accept unaccompanied children under the age of sixteen for travel. All children travelling with their parents or other adults remain the responsibility of their accompanying parents or other adults who should take steps to supervise the children in their charge and make sure that their behaviour does not endanger their own safety or the safety of other Passengers.

## 4. EU REGULATION 1177/2010

4.1 EU Regulation 1177/2010 concerning the rights of Passengers when travelling by sea does not apply to any trip operated by the Carrier. The Carrier will not deny boarding to disabled persons or those with reduced mobility unless it would be impossible to carry out the embarkation, disembarkation or Carriage of the said person in a safe or operationally feasible manner; the decision of the Carrier as to the safety or operational feasibility of embarkation, disembarkation or Carriage shall be final.

## 5. DAMAGE CAUSED BY PASSENGERS

5.1 The Passenger shall be liable to reimburse the Carrier for all damage to the vessel and its furnishing and equipment or any property of the Carrier caused by directly or indirectly in whole or in part by any wilful or negligent act or omission on the part of the Passenger and the Passenger shall further indemnify the Carrier and each and all of its agents and servants against all liability whatsoever which the Carrier or such agents or servants may incur towards any person or company or Government for any personal injury or death, loss or damage to property caused directly or indirectly in whole or in part by any wilful or negligent act or omission on the part of the Passenger.

## 6. SAFETY

6.1 For the comfort and safety of all Passengers, the Carrier requires the Passenger to take note of all safety notices, instructions and advice made available aboard the Vessel, whether issued verbally by any servant of the Carrier, broadcast over the public address system or disseminated on posters and other signs. The Carrier shall be entitled to any limitation of liability for any accident, injury or loss where such may be due under any applicable Law or Statute, where such may be due to disregard on the part of the Passenger of such safety notice, instruction or advice.

## 7. DATA PROTECTION & PHOTOGRAPHY

- 7.1 The Carrier uses and processes data for its legitimate business purposes in accordance with its data protection policy.
- 7.2 The Carrier reserves the right to use any photography/videography taken in connection with any trip without the expressed permission of those included within the photograph/videograph. Photographs (or videographs) may be used in publications or other media material produced, used or contracted by the Carrier, its servants, agents or independent contractors including but not limited to catalogues, brochures, publication on the internet (including social media such as Facebook, Twitter, FLICKR etc.), websites or any other reasonable use. Where a Passenger objects to this use, he shall inform the Carrier prior to boarding any vessel or commencing any activity.
- 7.3 The Carrier welcomes Passengers to share photographs and/or videographs taken during or in connection with any trip with the Carrier. The Carrier assumes that by sharing any photograph, videograph or other work with the Carrier, the Passenger grants the Carrier the right to use that work in any way it sees fit and without payment of any royalty or fee, unless previously agreed to in writing by the Carrier. Where possible, the Carrier, its servants, agents or independent contractors will credit the author of the work but this is not guaranteed.

## 8. THIRD PARTY RIGHTS

8.1 A person who is not a Party to these Conditions of Carriage shall have no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Conditions of Carriage.

## 9. GOVERNING LAW

- 9.1 In all matters arising out of these Conditions of Carriage, the decision of the Carrier or its duly authorised representative(s) shall be final.
- 9.2 This contract shall be governed by the law applicable in Wales at the time of Booking and any disputes thereunder shall be determined in accordance with that law to the exclusion of the jurisdiction of any other country.

## Cancellation policy

This policy applies to all Bookings made on or after 1<sup>st</sup> January 2021

On rare occasions, we have to cancel trips for operational reasons, for example poor weather. In these circumstances, you will be offered the opportunity to transfer your booking to another day/time, or a full refund (including any booking fee paid). This also applies when we have to make significant changes to your trip, for example change of destination or duration. If you need to cancel or make changes to your booking, please call us. If you cancel any part of your trip, the following cancellation policy shall apply:

If you cancel:	between 0 and 1 days before your trip, or in the case of no-show	the following cancellation charge applies	100%
	between 2 and 6 days before your trip		50%
	between 7 and 13 days before your trip		25%
	14 days or more before your trip		10%

Cancellation fees are calculated based on the date/time that we receive your cancellation by email or phone.

Except where we cancel or make significant changes to your trip, no booking fees will be refunded; where relevant, this also applies to the cost of any specific bait ordered, but the cost of rod hire will always be refunded.

In the case of private charter of a vessel, a minimum cancellation fee of 50% applies to all bookings.

In the case of group bookings, the cancellation fee applies to the number of passengers booked, or as confirmed in accordance with our group booking procedure.

Refunds will usually be made in the same manner as payment was received and are usually processed within 2 working days. Please allow up to 7 days for a refund to clear your account.