

# The Scottish Countryman

## Terms and Conditions for boat trips on 'The Birdman'

1. Our boat trips are weather- and tide-dependent. They are pleasure trips and there is no pleasure in rough seas, so, if the weather or the sea state is bad on the day of your trip, we will not go.
  - i) We will check in with you about a week before your trip, referencing the long-range forecast. We will then confirm our plans with you the day before your trip, when the forecast should be more reliable, but we may also need to update you on the day of the trip itself.
2. If the weather, the sea-state, or the boat's seaworthiness mean we cannot operate your boat trip as planned, there are two options:
  - i) we will endeavour to rearrange for another date and time
  - ii) we will cancel your trip and issue you with a full refund.
3. We prioritise our passengers' safety, comfort, and enjoyment. The Skipper will give you a full safety briefing before your trip and you will be issued with a lifejacket to put on before you go aboard. You will be requested to keep your lifejacket on throughout your trip.
4. Passengers are on board at their own risk and are expected to take their own safety, and that of other passengers' safety, seriously. Reckless behaviour on board will result in the trip being cancelled by the Skipper.
5. Decisions on the trip's direction, duration, and purpose are made solely by the Skipper. The Skipper's decisions are non-negotiable and made for the safety, comfort, and enjoyment of all passengers.
6. If **you** need to cancel your boat trip, please provide us with as much notice as you can. Our refund policy is as follows:

- i) For cancellations made more than 48 hours ahead of your trip, we will refund 90% of your booking fee.
  - ii) For cancellations made between 48 and 12 hours ahead of your trip, we will refund 50% of your booking fee.
  - iii) For cancellations within 12 hours, or no-shows on the day, no refund will be issued.
7. Our boat trips usually start and end at Crail harbour where access to the boat will be either from the harbour's slipway or by an upright metal ladder in the harbour wall. The Skipper will take care of you as you descend and ascend the ladder, but you need to be physically able and willing to climb and descend an upright ladder to be able to come on the trip. Typically, you'll use the slipway to get on and off the boat, but – if we have to use the ladder – you will have five or six rungs of the ladder to negotiate.
8. When purchasing a boat trip on The Scottish Countryman's website, you will be required to complete a form **before check-out** confirming:

*I understand that my trip may need to be cancelled or postponed at short notice. If The Scottish Countryman cancels the trip, I will be able to choose to reschedule the trip OR accept a 90% refund. If I cancel my trip, I will receive a refund in accordance with the refund policy (outlined at point 6, above).*

*All passengers booked onto my trip can climb and descend an upright ladder.*