



TERMS & CONDITIONS

Entourage (Fair Ocean Limited) reserves the right to use photographs taken on charters for promotional purposes. If you are not satisfied about a photo of you that is being used by Entourage, please contact us. The organisers of the charter are responsible for informing their guests of the charter details and Entourage's Terms and Conditions.

Bookings

The date for your event is only secured once 50% deposit of the agreed upon minimum spend has been confirmed received by our accounts dept, please make sure proof of payment is sent to our events manager for record. The balance must be paid in full, 7 days before the ticket/charter date, or the deposit will be lost. The party who made the booking and whose name is on the invoice is responsible for the final payment.

No shows

- Your Booking will be cancelled without refund of any Fee if you fail to show up within two hours after the booking time.

Cancellations

- We do not offer refund on cancellations. In some circumstances we may allow clients to postpone their event to another date, providing another client is able to take their date.
- In the event that Entourage cancels the event. We will offer another date to postpone the date to with a 10% goodwill discount on the agreed upon minimum spend amount OR option for a full refund of deposit or fully paid invoice.

Rescheduling

- Once payment is received and the booking is confirmed, the date of the boat charter cannot be rescheduled.

Overtime

- If you would like to extend the Booking beyond the scheduled return time, subject to our consent (which is to be decided by us at our sole discretion), overtime charges HK\$2000 per hour apply.
- In the case that charters go overtime, which is out of the control of Entourage (i.e. guests not returning to boat in time for departure), additional charges will be incurred of HK\$2000 per hour.

Bad Weather

- The boat rental date cannot be changed for bad weather including rain, typhoon signal 1 and thunder warning, yellow or red rain warnings or any other bad weather conditions. In the case of very rough weather the captain has the right to postpone a charter and guests can reschedule. However, this is the discretion of Entourage and if the booking party insists on cancelling the boat trip the charter amount will be forfeited.
- However, if a Typhoon Signal 3 is hoisted or a Black Rainstorm Warning is issued in the 2 hours before the pick-up time booked, Entourage will automatically postpone the boat trip to a later date in agreement with the booking party or a credit note will be given for book and use within 3 months.
- If a Typhoon Signal 3 or higher is hoisted or a Black Rainstorm Warning is issued during the boat trip, the captain has the right to return to the point of pick up immediately. No compensation will be made for the remaining unused time.
- In any case above, if catering and drinks have been ordered this is the responsibility of the guests and these will be available for the guests to collect. The payment for the goods is the responsibility of the guests.

Trip details

- Final confirmation must be provided 10 days prior the event date including minimum guaranteed guests, food and drinks package, arrangements for DJ or watersport services. Once submitted, in the case that the actual number of passengers attending the boat trip is less than the final number of confirmed passengers, Entourage does not refund food and drinks for un-attending passengers. It will be the organiser's responsibility to find a replacement otherwise pay on their behalf.
- Any decoration or external equipment request that requires additional set up time must be notified to the event manager at least 10 days prior to the event date.
- Any additional passengers must be notified to the event manager in advance latest 24hours prior the event date. In cases where more passengers show up than originally confirmed, any additional passenger will be charged at the food and drinks package rate per person. The Captain will not begin the trip until all passengers are fully paid for food and drinks regardless of what amount was ordered for the boat.

Mechanical issues

- If mechanical issues arise prior to the charter and the boat is not able to sail out, Entourage will arrange a re-schedule date.
- If a mechanical breakdown occurs during a trip, the captain of the boat shall try his best to alleviate the problem. If this is not possible, the captain will make adequate arrangements to take all passengers back to shore. The event manager will provide an adequate form of compensation proposal.
- In any case above, if catering and drinks have been ordered this is the responsibility of the guests and these will be available for the guests to collect and the payment for the goods is the responsibility of the guests.
- Refunds are therefore not applicable.

Passenger safety

- Passengers are solely responsible for their personal safety and that of any property they bring aboard.
- Bringing illegal substances or using illegal substances during the boat trip is not allowed. If illegal drugs are found on the boat, the trip will be cancelled immediately without refunding of any fee, and we will report to the Hong Kong Police.
- For your own safety, no dancing at any time on any boat unless pre-approved. Swimming in the evening is also not recommended.
- Furthermore, Entourage takes no responsibility for damages, theft or personal injuries during boarding, the duration of the boat trip or at the time of disembarkation.
- Children are the sole responsibility of their guardians. We recommend having at least 1 adult per 2 children to supervise.
- No pets are allowed on the boats due to health and hygiene reasons.
- Guest picks ups and drop offs are prohibited at any locations except for the agreed upon onboarding and offboarding point. This is a health and safety issue which we do not want to risk the wellbeing of our staff and your guests.
- We can arrange for watersport activities at extra costs. Please note that most water sports activities are considered high-risk activities. We shall not be responsible for any damage, injury, or death that happened during water sports activities.
- It is the organisers responsibility to check with their guests if there are any dietary requirements in their group. Entourage will not take responsibility for allergies. We will endeavor to remove items on menus when notified at least 10 days in advance, but we cannot guarantee traces of nuts, eggs, wheat etc still won't be present, so if you have a severe allergy we suggest bring your own food. Staff on the boats do not know exactly what ingredients are in items so asking them on the boat is too late for us to confirm.

- The Captain of the boat has the sole right for decisions made on board the boat regarding safety and may issue certain directions to staff and guests should a situation arise. The Captain reserves the right to control the music level on board. Following reckless or dangerous behavior or failure to comply to the Captain's orders relating to the safety of guests, the Captain reserves the right to return to the pier and end the event early with no compensation.

Damages and penalties

- All guests should make sure all furniture, equipment and boat structure are in the same condition before and after the charter. The organiser will be responsible for the repair and replacement cost for any damage caused by his guests.
- External equipment of any sort is not permitted to connect to our sound system and power unless otherwise agreed by the events manager. Guest who violates the rules will be held responsible for any issues occurred as a result, the worse scenario if the boat cannot operate therefore the captain will terminate the charter immediately and bring the boat to the disembarkation pier to drop of guests with no compensation of the remaining charter time.
- A cleaning fee of \$2000 will be charged for any food fights, cake throwing or vomiting on the boat that requires our staff to clean up and stain the property of the boat.

Insurance

- We have third party insurance for all guests on the boats, however it's important to note that this will not cover damage of personal items or your guests in some situations such as drinking alcohol or eating food and others.
- If you would like to protect your participants or yourself against accidents, it is advised to arrange a One-day Safe Local Travel Accident Insurance that provides further protection specifically for boating events in Hong Kong.