

Terms & Conditions

Derwent Cruises Pty Ltd, trading as Navigators.

Tickets and Cancellations

- All tickets are non-refundable and valid only for the cruise for which it has been issued.
- Cancellation fees may apply for a tour cancelled within 48 hours of travel or when no notice is given. All cancellation fees imposed on Navigators by our suppliers will also be passed on.
- All tickets are transferable and amendable up to 48 hours prior to cruise.
- You must be ready for boarding at least 15 minutes prior to your cruise.

Navigators reserves the right to:

- Refuse boarding to any person.
- Refuse the service of alcohol to any person.
- Cancel a cruise at any time due to minimum passenger numbers not being met, weather limitations, mechanical breakdown or any other reason.
- Substitute a vessel owing to reduced numbers, mechanical issues or tidal conditions.
- Refuse the boarding of any passenger if there is reason to believe it will affect the reputation, security, smooth running of its business, or in any way breach these Terms and Conditions.
- Enforce safe and responsible behaviour at all times.

Behaviour, Safety and Liability:

- The Company has a zero tolerance policy on drugs on board any of its vessels.
- BYO alcohol is strictly prohibited on our vessels.
- To ensure the comfort of our passengers, smoking is not permitted on our vessels during any of our regular scheduled cruises.
- The Crew and Company are not liable for claims, losses, damages, injuries, costs and expenses suffered, sustained or incurred as a result of or in any way connected with the cruise, disembarking or embarking unless caused by willful misconduct by the company.
- The Company will not give refunds if a cruise is not completed, or if time is lost as a result of any breaches in the Terms and Conditions.
- The Company undertakes to conduct its affairs in a fair, safe, respectful, responsible and business-like manner at all times.
- The Company must adhere to all M.A.S.T. regulations and requires that the client adheres to the Captain's directions at all times.
- The Master/Captain reserves the right to vary the route or destination in order to ensure the safety and welfare for the vessel, crew and passengers.
- The Crew and Company will not be liable for any loss or expenses incurred by passengers due to cancellation.

Contacting Us

If you have any questions about these Terms & Conditions, please contact:

The Manager

Navigators
Brooke Street Pier
Hobart TAS 7000

Phone: +61 (0)3 6223 1914
Fax: +61(0)3 6224 8333
Email: info@navigator.net.au
www.navigator.net.au