

## Terms & Conditions – Regatta Royale

*Last updated: 14 August 2025*

### 1. Definitions

- **Regatta Royale / “we/us”:** The cruise operator trading as Regatta Royale, based in The Hague, Netherlands.
- **Client / “you”:** The contracting party placing the booking.
- **Passengers:** All persons in your group who board the boat.
- **Private Cruise:** A charter of the whole boat (up to 10 guests).
- **Per-Person Experience:** A cruise sold per guest (e.g., tastings).
- **Partners:** Third-party suppliers (e.g., restaurants, breweries, wineries).

### 2. Applicability

These Terms apply to all offers, bookings, agreements, and services provided by Regatta Royale. By booking and/or boarding, you confirm you and all Passengers have read and accept these Terms.

### 3. Booking, Contract Formation & Communication

3.1 A booking is confirmed once you receive written confirmation from us (email/booking system) and the required payment is received.

3.2 The Client must be 18+ and is responsible for sharing these Terms with all Passengers.

3.3 Special requests (dietary needs, decorations, adjustments to route/timing) must be agreed in writing in advance.

### 4. Prices, Taxes & Payment

4.1 Prices are shown per boat (Private Cruises) or per person (Per-Person Experiences) as stated on the product page/offer.

4.2 All prices include VAT unless noted otherwise.

4.3 For Private Cruises, full payment is due at least **7 days** prior to departure unless otherwise agreed. For Per-Person Experiences, payment is due upon booking.

4.4 Late payment may result in cancellation without refund of any deposit.

### 5. Right of Withdrawal (Cooling-off)

Leisure services linked to a specific date/time are exempt from the EU 14-day right of withdrawal; once confirmed, standard cancellation rules apply.

### 6. Cancellations & Changes by the Client

#### Private Cruises (whole-boat):

- Free cancellation up to **7 days** before departure.
- **50%** charge if cancelled **7 days – 72 hours** before departure.

- **100%** charge if cancelled **within 72 hours** or in case of no-show.

#### **Per-Person Experiences (e.g., tastings):**

- Free cancellation up to **72 hours** before departure.
- **100%** charge if cancelled **within 72 hours** or in case of no-show.

Changes (date/time/guest count/catering) are subject to availability. Arrangements (e.g., menus) can usually be amended up to **72 hours** before departure.

### **7. Weather, Waterway Conditions & Force Majeure**

7.1 We sail in most weather. In the event of **severe** weather (e.g., thunderstorms, unsafe wind/water levels) or waterway/bridge closures, we may **reschedule** or adjust the route/timing for safety; no refunds for minor weather.

7.2 Open boats and low bridges mean **umbrellas may not be permitted** for visibility/safety; ponchos or alternatives are used instead.

7.3 Force majeure includes but isn't limited to extreme weather, governmental orders, strikes, breakdowns beyond our control, and waterway restrictions.

### **8. Boarding, Punctuality & Waiting Policy**

8.1 Boarding is typically **Binckhorst (central The Hague)**; your confirmation shows the exact location. Please arrive **10–15 minutes** before departure.

8.2 For Private Cruises, the skipper may wait up to **10 minutes**; after that, the cruise time runs and may be shortened, or be treated as a no-show (no refund). Per-Person Experiences depart on time; late arrivals cannot be refunded.

### **9. Capacity, Accessibility & Facilities**

9.1 Maximum capacity is **10 guests** unless otherwise stated.

9.2 Boats are **comfortable but not wheelchair-accessible**; contact us in advance to discuss boarding assistance.

9.3 There is **no restroom** on board; please use facilities nearby before boarding. (Common practice on open boats.)

9.4 Children are welcome under adult supervision; legal guardians remain responsible at all times.

### **10. Safety, Skipper's Authority & House Rules**

10.1 The skipper is responsible for navigation and safety; their instructions must be followed immediately.

10.2 For safety/traffic, the skipper may alter the **route, speed, timing or boarding point** at any time. This is standard canal-traffic practice.

10.3 **Smoking, drugs, and throwing items overboard are not allowed.**

10.4 **Noise:** be considerate of residents; amplified music is at the skipper's discretion and local rules.

10.5 **Pets** are only allowed by prior written agreement.

## 11. Food, Drinks & Alcohol

11.1 **BYO** is only allowed where explicitly stated in the cruise description (e.g., City Highlights). For cruises with included/available catering (e.g., tastings, dining experiences), **bringing your own food/drinks is not permitted.**

11.2 Alcohol may only be consumed by **18+**; ID may be requested.

11.3 For partner-catered experiences (e.g., Quila, Vini di Villani, Eiber Bier), **menus and availability** may vary seasonally; we'll confirm final inclusions in your booking.

## 12. Dietary Requirements & Allergens

12.1 Please inform us **when booking** of any allergies or dietary requirements. We'll coordinate with partners where possible, but **allergen-free cannot be guaranteed.**

12.2 The Client is responsible for conveying accurate dietary/allergy information for all guests.

## 13. Conduct, Damage & Cleaning

13.1 You are responsible for your group's conduct.

13.2 Any **damage, excessive soiling or loss** caused by your group (including decorations) will be charged at **cost + reasonable administration/cleaning fees.**

13.3 We may require a **damage deposit** for certain events; you will be informed in advance.

## 14. Delays Not Caused by Regatta Royale

Traffic on waterways, bridge openings/closures, or passenger lateness may shorten cruise time without refund. This is typical across The Hague's operators.

## 15. Changes & Cancellations by Regatta Royale

If we must significantly change or cancel your cruise (e.g., vessel unavailability), you may choose a **new date** or a **refund** of amounts paid for the affected service (excl. visitor-arranged travel/hotel costs).

## 16. Liability

16.1 We operate with due care and in accordance with safety rules.

16.2 Our liability is limited to direct damages caused by our negligence, up to the amount invoiced for the cruise in question, **to the extent permitted by Dutch law.** We do not exclude liability for intent or gross negligence.

16.3 Regatta Royale is not liable for third-party services provided by **Partners** (e.g., restaurant or brewery), but we will assist you in seeking a reasonable solution if issues arise.

## 17. Images, Marketing & Privacy

17.1 We may ask consent to capture images for marketing; you can decline on the day.

17.2 Guests may take photos/videos provided they **do not disturb** navigation or other guests.

17.3 Personal data is processed in line with our **Privacy Policy** (purpose: booking/operations, legitimate interest, retention periods, data subject rights).

## 18. Complaints

Please report any complaint **during** the cruise so we can attempt to resolve it on the spot. Written complaints can be sent within **7 days** after the cruise; we aim to respond within **7 working days**. Many reputable operators publish simple complaint windows and contact flows.

#### **19. Governing Law & Jurisdiction**

These Terms are governed by Dutch law. Disputes shall be submitted to the competent court in **The Hague**.

#### **20. Severability & Updates**

If any provision is invalid, the remaining provisions remain in force. We may amend these Terms from time to time; the version in force at booking applies.