TERMS & CONDITIONS

HANAKO LUXURIES

1. Booking

a. Booking is subject to vessel availability
b. Booking will only be confirmed upon full payment and is subjected to first-come, first-serve basis
c. Start and end point will be at Keppel Bay Marina
d. Charter rate includes fuel and crew. Surcharge may apply if cruising request differs from usual cruise route
e. Last minute extension of charter time will be charged accordingly

2. Payment & Refund

a. Payment must be made in full upon booking
b. Payment must be made via bank transfer or PayNow to our UEN 202019934G
c. Refunds will be issued via bank transfer to clients within a month of cancellation

3. Cancellation Policy

a. Free cancellation/rescheduling allowed 15 days or more from confirmed charter date
b. For cancellations made 7 - 14 days from confirmed charter date, 50% charter fee will be forfeited
c. For cancellations made less than 7 days from confirmed charter date, 100% charter fee will be forfeited
d. No rescheduling allowed within 14 days of charter date

4. Insurance & Safety

a. Each vessel carry their own insurance policies
b. Guests are encouraged to take their own personal insurance
c. All charters can only be operated by Hanako Luxuries Captains
d. Hanako Luxuries will not be liable for any injury, damage or loss of personal items. Guests who swim and engage in water activities do so at their own risk
e. Guests are only allowed to disembark from the vessel for water activities when the Captain & Crew gives the green light
f. No water activities are allowed after 7pm

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HANAKO LUXURIES

5. Wet Weather/Delay/Cancellation of Charter

a. In the event of inclement weather, Hanako Luxuries Captain will make the call whether it is safe to proceed with the charter
b. If we are unable to follow through with the charter, client is allowed free rescheduling anytime within 2 months of the original charter date, subject to availability.
c. Hanako Luxuries is not responsible for delay due to bad weather or sea conditions and no extension will be compensated
d. Hanako Luxuries reserves the right to cancel a charter in the event there is a technical safety implication, in which a full refund, upgrade or postponement of charter will be given
e. The Captain reserves the right to cancel a charter with no refund/compensation if the guests are deemed to act in a rowdy and uncooperative behaviour which endangers themselves or anyone on the vessel

6. Equipment Rental & Usage

a. Water equipment is subject to availability and to be confirmed before charter
b. In the event of damage to equipment by guests due to negligence, client is to pay for replacement/repair
c. Guests are expected to keep the yacht clean. Damage done to the yacht will be charged accordingly

7. Damage to Property

a. The client will be responsible for any damage done to the yacht or equipment provided (whether accidental or due to negligence) and is liable to bear the relevant costs for repair or replacements

8. Food & Beverage

a. Charter rates do not include food and beverages
b. Food and beverage packages are available upon request and requires pre-order (to be made 7 days in advance)
c. For cancellation of food, there will be no refund
d. BBQ packages are ordered directly from wholesale and delivered within 1 hour of the charter start time. Hanako Luxuries will not be liable for any fault with the food items brought in by the supplier