

## Le Boat Terms and Conditions 2018

### Legal

These Booking conditions apply to any bookings that you make with us and should therefore be read carefully.

They contain some exclusions and limitations of liability. If any part of these Booking Conditions is found to be invalid or unenforceable, then the remainder of these Booking Conditions will not be affected and will remain valid and enforceable. All holidays are operated by Sunsail (Australia) Pty Ltd trading as Le Boat (hereinafter called 'Le Boat', 'the company' or 'we'), registered office Suite 201, 275 Alfred Street, North Sydney, NSW 2060, and are sold subject to the following conditions:

Crown Travel Ltd is a Member of ABTA with membership number V6650. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint, contact [www.abta.com](http://www.abta.com).

### 01 Your Contract

The person making the booking (the 'lead name') must be 18 years old or over (21yrs or over in Ireland) and possess the legal capacity and authority to make the booking and accepts these booking conditions on behalf of everyone in their party.

You will be expected to pay 35% of the holiday cost as deposit at the time of booking. If you are booking within 10 weeks of departure full payment must be made at the time of booking. If we accept your booking, we will issue a Confirmation Invoice. A contract will exist between us from the date we issue the Confirmation Invoice or if you book within 7 days of departure the contract will exist when we accept your payment. When you receive the Confirmation Invoice please check the details carefully and inform us immediately if anything is incorrect.

Once a booking has been confirmed, offers and discounts cannot be applied retrospectively. The balance of the price of your holiday must be paid at least 70 days (10 weeks) before your departure date. If the balance is not paid in full by 10 weeks we will retain your deposit and cancel the booking. If you book through an agent, all contact with you will be via them.

Payment for your holiday can be made by credit/debit card, cheque (made payable to Le Boat) or bank transfer.

Any payment made by credit card will be subject to a 2% surcharge. We will not accept payment by personal cheque.

### 02 Your Holiday Price

Current and accurate pricing can be obtained from our website or from our sales teams. All prices we advertise are subject to change at any time and will be confirmed when making a booking. Once you have made your booking, paid a 35% deposit per booking plus payment for any extras requested, the cost of your holiday will not normally be subject to any change.

This does not apply to invoice errors or omissions. Extras not booked and paid for at the time of early booking will be charged at the new season prices at the base. Certain payments, as indicated in the pricing information, may be taken locally at the destination

base in local currency. The prices quoted in the brochure are based on costs, exchange rates, taxes and levies as known at July 2017.

Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option to change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancel and receive a full refund, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Should the price of your holiday go down due to the changes mentioned above by more than 2% of your holiday cost, then any refund due will be paid to you. However, please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

Extras requested and paid for at base are subject to higher rates

### **03 Conditions of hire**

Hirers must be over the age of 18 years (21 years in Ireland). The minimum number of people required to hire a boat is 2 adults. For larger boats we recommend a minimum of 3-4 adults are needed to handle the boat comfortably. At least three experienced/confident adults are compulsory on our Vision boats – or at least four less-experienced adults. The number of passengers on board may not exceed the maximum amount of passengers the boat is licensed for. The Hirer must conform to the rules of river navigation, and also the instruction given by the company and the river authorities.

The Hirer shall restrict his cruising to those waters permitted by the company. The Hirer shall not sail after nightfall, nor engage in towing, sub hiring or lending of the boat.

### **04 Law and Jurisdiction**

The parties acknowledge and agree that this agreement, and any claim or dispute arising from or related to this agreement, will be exclusively governed by New South Wales law. The parties agree to submit to the exclusive jurisdiction of the courts of the State of New South Wales in relation to any claim arising out of this agreement.

### **05 Liability**

As your booking is not a package holiday we will only accept responsibility for our own negligent acts or omissions. Where the holiday services are to be provided by an independent carrier or other supplier of services for example without limitation a ferry operator, and where we are only acting as booking agent in the provision of these services then we undertake no responsibility for and are not liable for the misrepresentations,

breaches of contract, breaches of statutory duty or negligence of the carrier or other supplier of services. This means that in the event of you suffering personal injury, illness or death as a result of any act or omission of a carrier or other supplier of services (or their employees) or you having any complaint about the quality of the services provided or having any other complaint at all, your sole right of redress will be against the independent carrier or other supplier of services who provided such service and Le Boat shall not be under any liability at all (whether in contract, tort or otherwise).

Our liability to you for any loss or damage which you may suffer is limited to three times the price of your holiday. This excludes personal injury resulting from the non-performance or improper performance of the services involved in the holiday, and is subject to the limitation of liability described below.

Health and safety standards applicable to the services provided by us under this contract should meet the local standards applicable to your holiday destination.

Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your holiday. Our liability in all cases will be limited in accordance with and/or in an identical manner to any relevant international convention as detailed below.

We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the international conventions, from our offices – see address on the back of the brochure.

## **06 Conditions of Carriage**

If any international convention applies to, or governs, any of the services or facilities included in your holiday arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded). For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these Conventions or any other international conventions applicable to your holiday. Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage.

## **07 Insurance**

Le Boat has comprehensively insured the boat and its equipment. The policy covers damage or loss to the boat and its equipment and also no less than €7m third party liability. This policy extends to cover any incident caused by the Hirer or the Hirer's crew. This policy is included in the cost of your holiday. The policy in place has certain reasonable exclusions to cover as a result of certain actions by the Hirer or the Hirer's crew. These include wilful damage or gross negligence, person being under the influence of drugs or alcohol or as result of not obeying the instructions of a member of Le Boat staff. If the insurer fails to indemnify Le Boat because of the above then the Hirer is responsible for all costs. Le Boat insurance does also not cover the refundable damage deposit if there is evidence of gross neglect. If the damage is in excess of the refundable damage deposit the hirer will be expected to cover all costs. Adults will at all times be responsible for the minors in their care.

## 08 Boat damage protection

For all charters featured by us, you will be required to provide cover against accidental damage or loss to the vessel and ancillary equipment and either purchase Le Boat Collision Damage Waiver upfront or pay a higher Security Deposit at the base as further detailed below.

In the event you or your party cause damage or loss to the vessel (howsoever caused) or to property belonging to a third party you will be liable for the damage up to the value of the Security Deposit paid at the Base, except in the case of gross negligence as defined below.

If you or your party cause damage or loss to the vessel, any ancillary equipment or to property belonging to a third party and such damage or loss is caused as a result of your gross negligence or reckless conduct you will be liable for the full extent of the loss suffered and our right to claim against you will not be limited or waived in any way by the payment of the security deposit or purchase of Le Boat Collision Damage Waiver.

Acts that will be considered as gross negligence or reckless conduct will include, without limitation, cruising under the influence of alcohol and/or drugs, not having sufficient crew in charge of the vessel at all times, having a person less than 16 years of age driving the boat not being in control of the vessel by means within the control of the Skipper, non-respect of local navigation rules and navigation limits.

During the booking process you will be provided with the option of either purchasing Le Boat Collision Damage Waiver or paying a higher Security

Deposit at the base as set out below. You will not be able to proceed with your booking unless you agree to one of the options and by asking us to confirm your booking you are agreeing to comply with the content of this section and make any required payment.

### ***Option 1: Collision Damage Waiver (CDW)***

If you choose to purchase the Collision Damage Waiver this will be added to your booking. You will be provided with the cost of purchasing the Collision Damage Waiver during the booking process which will be added to your overall holiday cost. In addition, you will be expected to pay a sum of between £200 / €250 / CA\$370 and £600 / €740 / CA\$1,110, depending on the size of your boat, as damage deposit upon arrival at the LeBoat Base. The damage deposit will be taken prior to embarkation and if you do not pay we reserve the right to cancel your booking without further liability and without any right to a refund and you will not be entitled to continue with the charter.

	Daily Rate							
Option 1	France, UK & Ireland	Italy	Germany	Belgium	Holland & Canada	Security Deposit Payable @ European Bases	Security Deposit Payable @ UK Bases	Security Deposit Payable @ Canada Base
Budget boats	AU\$27	AU\$28	AU\$30	AU\$31	AU\$31	€250	£200	CA\$370
Comfort boats	AU\$38	AU\$40	AU\$41	AU\$44	AU\$46	€350	£280	CA\$515
Comfort Plus boats	AU\$41	AU\$43	AU\$44	AU\$46	AU\$47	€500	£400	CA\$740

Premier boats	AU\$55	AU\$56	AU\$58	AU\$59	AU\$63	€750	£600	CA\$1,110
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### Option 2: Security Deposit

If you choose to pay a Security Deposit only you will be asked to pay a sum of between £1,800 / €2,250 / CA\$3,325 depending on the size of your boat, as Security Deposit upon arrival at the Le Boat Base. The Security Deposit will be taken prior to embarkation and if you do not pay we reserve the right to cancel your booking without further liability and without any right to a refund and you will not be entitled to continue with the charter.

	France, UK & Ireland	Italy	Germany	Belgium	Holland & Canada	Security Deposit Payable @ European Bases	Security Deposit Payable @ UK Bases	Security Deposit Payable @ Canada Base
Budget boats	No Daily Rate Paid					€2,250	£1,800	CA\$3,325
Comfort boats						€2,500	£2,000	CA\$3,695
Comfort Plus boats						€2,750	£2,200	CA\$4,065
Premier boats						€3,250	£2,600	CA\$4,805

The Security Deposit payable under Option 1 and Option 2 can be paid in cash, or credit card.

The Security Deposit paid under either Option 1 or Option 2 will be used as security for any loss or damages suffered by the Company as a result of any breach by you of these booking conditions and any damage caused to the cruiser or its contents during the period of your arrangements. You cannot apply or deduct any portion of the damage deposit from the final balance payable for your travel arrangements. You will be asked to sign a form before embarkation confirming that you fully understand your obligations in the event of any loss or damage to the vessel, ancillary equipment or third party property. On return of the boat to the base following the charter period and following inspection of the boat by our base staff, in the event that we are satisfied that there is no apparent damage to the boat on its return from you, our base staff shall, where applicable, refund the relevant Security Deposit paid by you to you as soon as reasonably possible. Please note that the Collision Damage Waiver monies pre-paid under Option 1 are a non-refundable sum to reduce your Security Deposit and in no circumstances whatsoever is such monies refundable.

In the event that we determine that accidental damage or loss was caused to the boat and/or its contents during the period of your arrangements, you will be liable to us for all losses and damages incurred by us as a result up to the value of the Security Deposit left at the base. In the event that we determine that damage or loss was caused to the boat and/or its contents during the period of your arrangements as a result of your gross negligence or reckless conduct, you will be liable to us for all losses and damages incurred

by us as a result. In both instances we reserve the right to retain, where applicable, part or all of the relevant Security Deposit paid by you. We may use all or part of the Security Deposit paid by you to repair any damage caused to the boat or its contents during the period of your arrangements, including without limitation the costs involved in lifting the boat for a full inspection to assess the damage to the boat.

Retention of the Security Deposit will not in any way limit or prejudice any claim which we may have over and above the sum of the Security Deposit where the loss or damage was caused or contributed to by any actions prohibited in these terms and conditions and/or any act by you, or your party, of gross negligence where the value of the damage is over and above the Security Deposit paid. In the event that the losses or damages suffered by us as a result of any breach by you of these booking conditions and any damage caused to the boat or its contents during the period of your arrangements is less than the relevant damage deposit/Security Deposit paid by you, we shall refund, as relevant, part of the Security Deposit paid by you to you as soon as reasonably possible after the damage has been repaired or the repair costs have been ascertained. In the event of any disagreement over damage or loss, we shall retain the relevant Security Deposit paid by you until the matter is resolved. Please note that if loss or damage caused by your gross negligence or reckless conduct is in excess of the level of the damage deposit we reserve the right to pursue a claim against you for the full extent of our loss.

For the avoidance of doubt, where we make any refund to you of the relevant Security Deposit paid by you, any Le Boat Collision Damage Waiver fees also paid by you will not be refunded.

### **09 Personal Insurance**

Le Boat's insurance does not cover the Hirer's personal belongings and we strongly recommend that you take out travel insurance to cover yourself against any possible risk.

### **10 Force Majeure**

We regret we cannot pay any compensation where performance or prompt performance of our contact with you is prevented or affected by reason of circumstances amounting to 'Force Majeure'. Such circumstances include, but are not limited to: the destruction or damage of your boat through fire, flood, explosion, storm or weather damage; accidental damage; criminal damage or any other force outside of our control. These also include flooding, shortage of water, obstruction, repairs to any waterway, lock or navigational equipment, shortage of or non-availability of fuel, riots or civil strife, industrial action or nuclear disaster, fire, adverse weather conditions, port blockades, war or threat of war, and actual or threatened terrorist activity or similar.

### **11 Hirer's suitability**

The Hirer must accept responsibility for the proper conduct of him/herself and any members of their party. Le Boat cannot be held responsible for under-age consumption of alcohol. We reserve the right in our absolute discretion to terminate without further notice the holiday arrangements of any client who refuses to comply with the instructions or orders of the company staff, agent or other responsible person whose behaviour in their opinion is likely to cause distress, damage or danger or annoyance to other customers, staff, any third party or to property. Upon such termination our responsibility for your holiday ceases and we shall not be liable for any extra costs incurred by you.

## 12 Cancellation

### i) If you change or cancel your booking:

If, after our booking confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date, boat or destination, we will do our utmost to make these changes, but it may not always be possible. If you or any member of your party is unable to proceed with the holiday, you can transfer the booking to a substitute person, providing they satisfy all the conditions applicable to the original booking and your request is received by us at least 14 days prior to departure. Any request for changes to be made must be in writing signed by the Lead Name or your travel agent. The price of your holiday may increase or decrease to reflect the changes requested by you. You will be asked to pay an administration charge of \$85 per booking amendment and any further cost we incur in making this alteration. Please check whether your holiday insurance will cover any changes or 3 costs resulting from a change.

Should you request a major alteration within 10 weeks of departure date (such as a change of date or area) or if you want to amend your holiday departure date to a date not within the current year then this will be treated as a cancellation and re-booking. You or any member of your party may cancel your travel arrangements at any time.

#### **Cancellations fee:**

- *More than 70 days / 10 weeks: Deposit only*
- *70 - 43 days (10 to 6 weeks): 40% of total holiday cost*
- *42 - 15 days (6 to 2 weeks): 60% of total holiday cost*
- *14 days and under (2 weeks or less): 100% of total holiday cost*

#### **Amendment fee:**

- *More than 70 days / 10 weeks: \$85 amendment fee*
- *70 - 43 days (10 to 6 weeks): \$85 amendment fee*
- *42 - 15 days (6 to 2 weeks): \$85 amendment fee*
- *14 days and under (2 weeks or less): \$170 amendment fee*

Written notification (by post or email) from the Lead Name or your travel agent on your behalf must be received by our After Sales Team. Cancellation will be effective on the date which it is received by Le Boat. Note: If the reasons for your cancellation are covered under the terms of your insurance policy, you may be able to reclaim these charges.

#### **Cancellations accrue the following charges:**

Compensation per person by Period before departure within which a major change is notified to you or your travel agent:

- *More than 70 days: Nil*
- *43 - 70 days: \$25 per person*
- *15 - 42 days: \$35 per person*
- *14 days & under: \$55 per person*

### ii) If we cancel or amend your holiday:

The arrangements for holidays in this brochure are made many months in advance and it is sometimes inevitable that changes or cancellations may need to be made. We reserve the right to make such changes should they become necessary. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements.

Sometimes we may have to make a major change to your booking, this would include, but is not limited to, change of cruising area, change of departure date and change of boat to a

lesser model. If we have to make a major change to your holiday (other than due to your default in payment) we will:

- a) Offer you an alternative holiday to the same or better standard (where available)
- b) Offer you a lesser holiday and a refund of the difference in price (where available); or
- c) Cancel your holiday and give you a full refund of all monies paid excluding any insurance premiums paid to us.

In all cases, except where the major change arises due to reasons of Force Majeure (see clause 11) or due to insufficient bookings to operate a particular base we will as a minimum pay compensation as detailed above.

We strongly recommend you provide us with an emergency contact telephone number in case of any unexpected changes that need to be made to your holiday at short notice.

### **13 Accidents and Loss/Damage of Equipment**

If the boat is involved in an accident of any nature, the Hirer must immediately contact the base and complete an accident report form (found on board) and ask any other party involved to complete the same form. The Hirer will not ask for any repairs to be carried out without Le Boat's agreement. On arrival, the Hirer will be asked to check the boat for external signs of damage and indicate these areas on a separate form. The Hirer will also be asked to sign an inventory list detailing all critical items of inventory for which a separate fee is charged should they not be returned, or returned damaged. Should any equipment be lost, stolen or broken, the Hirer must report this on return of the boat. Damage to the boat and/or loss or damage to inventory will be deducted, in part or in full, from the hirer's damage deposit - see section 8.

### **14 Embarkation/Disembarkation and Cruising Route**

Embarkation & Disembarkation: Boat embarkation time is from 16:00 on your start day and disembarkation must be by 09:00 on the final day. For an additional fee(s), and subject to operational constraints, early boarding from between 11:00-12:00 and after 14:00 and late check-out from 12:00 can be pre-booked and will be detailed on your booking confirmation summary.

Cruising route: For operational reasons, the Company reserves the right change the direction of your one-way cruise; to make a one-way cruise a return-to-base cruise and to make a return-to-base cruise a one-way cruise. Such changes may be required at late notice. These changes will not entitle the Hirer to cancel with a refund or compensation.

### **15 Navigational Restrictions**

The Le Boat brochure offers a number of cruising suggestions for each region based on our experience and knowledge of the area. At the start of your cruise you will receive detailed cruising information for your region, clearly stating which waterways are navigable and which are prohibited or restricted. The base team will also advise on any specific routes which are prohibited or restricted, or procedures falling under the control of Inland Waterways Authorities for your cruising area. Our Customer Guarantee does not cover cruising in areas that are prohibited or restricted. Customers who require assistance (towing/haulage) as a result of cruising in prohibited/restricted areas will incur an additional charge, payable locally in local currency. Please contact the sales team prior to departure if you wish to cruise on any waterways not covered in our brochure. The locks are closed on some bank holidays, (e.g. 1st May, 1st November and 14th July) in most of our cruising regions. For more information, please contact our team.

## **16 Technical Assistance**

Le Boat has a breakdown service during normal working hours every day of the week. We will endeavour to attend and repair a breakdown or technical incident as quickly as possible. The Hirer will have no claim against Le Boat for any failure caused by the Hirer including but not limited to grounding, and in such instances the company will reserve the right to recover from the Hirer the expenses incurred in rectifying the matter.

## **17 Return of the boat / Cleaning service**

The boat must be returned by 09:00 on your final day at the correct base, unless you have booked and paid for a late check-out, in which case the boat must be returned by 12:00. Late returns will incur an abandonment fee of £700 (in UK) / €1,000 (in the rest of Europe) and CA\$1,500 (in Canada). All customers must return the boat in a reasonably clean state with the following completed: i) all rubbish neatly bagged up; ii) all crockery and utensils cleaned and re-stored; iii) beds stripped; iv) decks mopped; v) Bathrooms and toilets cleaned. If the boat is left in an unsatisfactory condition, the boat's cleaning fee will be charged to the customer.

Cleaning service: You may pay an additional cleaning fee of AU\$120-AU\$220 dependant on the size of the boat and we will take care of the final cleaning of your boat. In this case all you are asked to do is to bag up your rubbish & all crockery and utensils cleaned and re-stored.

## **18 Fuel Charges & Fuel Deposit**

Fuel is charged according to market rates and is subject to fluctuations in diesel prices. At the time of going to press, the hourly fuel charge is £4-£10 (in UK) / €5-€15 (rest of Europe) / CA\$12 – CA\$14 (in Canada) depending on boat type and usage, but could have since changed. Fuel is payable in local currency. In all regions, Le Boat charges for fuel according to the amount of hours the engine has been running. At the start of your cruise, you will be informed how much the hourly charge will be and the current engine hours on your boat will be agreed and recorded with you.

At the start of your cruise your boat will have a full tank of fuel. Before departing the base you will be required to leave a Fuel Deposit, payable locally in local currency. At the end of your holiday you will either pay an additional fuel cost to cover the amount of fuel actually used, or you will be due a refund if your fuel consumption is less than the deposit paid.

## **19 Other costs while you cruise**

Any services you use while away from our base, such as mooring fees, shore power, marina facilities (e.g. showers) and/or fresh water and pump out services must be paid for at your own expense.

## **20 Boat Descriptions & Fleet availability**

Boat layout plans, specifications and illustrations in the brochure are for general guidance. Some models within boat classes have minor variations. Fleet availability for each cruising suggestion / cruising region is correct at time of going to press, but is subject to change without notice.

## **21 Pets**

To allow for additional cleaning, a supplement of AU\$75 per pet is charged to take a

maximum of two pets on board our boats. You are required to bring a basket/blanket for pets to sleep on and to refrain from letting pets lie on bedding or settees. Please do not leave pets unattended on your boat. If despite paying the pet cleaning supplement the base manager feels extra cleaning is required on the return of your boat, you will be asked to pay an additional boat cleaning fee.

## **22 Car Transfers**

Le Boat staff are insured to transfer cars between bases in all cruising regions where we have two or more bases (except Germany). We are unable to transfer cars heavier than 3.5 tonnes, cars pulling trailers or caravans, campervans or motorcycles. Car transfers are available for a charge, must be pre-booked before departure and are subject to availability. Our base teams can transfer hire/lease cars, but you should check with your hire/leasing company first as the terms of your agreement may not permit this. If it is permitted your hire/leasing company may charge you extra to add a member of our base team as a named driver. For operational reasons, we may not know the name of the driver until the week of your departure.

## **23 Visa, Passport, Travel Documentation**

It is essential that you ascertain whether or not you can obtain relevant visas and inoculations before making your booking, particularly for late bookings. Whilst we are able to provide basic advice to clients regarding passports and visa requirements, you should check with the appropriate embassy, consulate or your home countries Foreign and Commonwealth Office (or equivalent) for the exact requirements for your chosen charter and date of travel. It is your responsibility to ensure that you have the correct passport and visas to gain access to any country/region included in the travel arrangements which you purchase from us. If you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements.

When assessing whether trips will operate we use information from our local offices in conjunction with advice from the British Foreign and Commonwealth Office and other relevant government bodies. It is your responsibility to acquaint yourself with the travel advice provided by the relevant government bodies. Check with the appropriate Embassy, Consulate or British Foreign Office for advice and the latest information about passports, travel and living abroad, including without limitation foreign travel advice to specific countries.

When travelling to Canada you must check with your foreign office and the Canadian authorities that you have the correct passport and comply with the visa requirements. Under Canada's ETA program, citizens from countries other than the United States, who do not need a visa to enter Canada, will need to obtain an online authorization before flying to Canada, unless otherwise exempted. The earlier travellers get their ETA, the sooner they will benefit from knowing they have been pre-screened to enter Canada. A fee of \$7 is payable for processing an application for an electronic travel authorization. An application for an electronic travel authorization must be made by means of an electronic system that is made available by the Department (Citizenship and Immigration Canada) for that purpose. An electronic travel authorization is valid for a period of five years from the day on which it is issued to the applicant or until the earliest of the following days, if they occur before the end of that period: (a) the day on which the applicant's passport or other travel document expires, (b) the day on which the electronic travel authorization is

cancelled, or (c) the day on which a new electronic travel authorization is issued to the applicant.

## **24 Complaints**

If you have a complaint whilst you are on holiday, please inform the base manager or a Le Boat office immediately so that remedial actions can be taken. If you wish to make a claim against us then you must notify us in writing within 35 days of your return home by writing to a Le Boat office or your travel agent - details of which can be found on the cover of this brochure.

We can usually sort out any complaints you may have, but if we cannot agree you can take the matter to arbitration.