

HOTEL BARGE CAROLINE - TERMS AND CONDITIONS

How to book

Booking a cruise is simple; payment can be made by bank transfer. On receipt of your deposit we will confirm your booking, and this will be taken as acceptance of these terms and conditions.

The booking agreement is between the lead guest and the owners and operators of Caroline. 30% deposit is required at the time of booking this is non-refundable. The balance is due 90 days before the start date of your cruise. Non-payment of the balance will be taken as cancellation of your cruise.

Cancellation policy

You may cancel your cruise up until 90 days before your start date. After the due date of the balance the whole cost of the cruise will be payable. To avoid unnecessary costs in the event of cancellation, we strongly recommend that you secure trip cancellation insurance.

Your cruise includes

Your cruise starts mid-afternoon on the first day and ends mid-morning on the last day. Transfers are arranged from the agreed meeting point: e.g. hotel, train Station, airport. Accommodation is in either our double or twin en-suite cabins. Daily excursions. Caroline offers a 3/4 board : Full daily breakfasts plus one evening dinner and 1 or 2 lunches, taken in a recommended restaurant. This gives the flexibility to sample also the local cuisine ashore on two or three occasions and feels like full-board at a half-board rate. Wines will be served with lunch and dinner. An open bar is available at all times, soft drinks, tea and coffee. Bicycles and safety helmets. For more detail, please see: www.bargecaroline.com.

Your cruise does not include

Travel arrangements and airfares to and within France. Travel, personal and health Insurance, trip cancellation insurance. Telephone. Personal expenses whilst visiting local villages and towns.

Changes and cancellations

The owners reserve the right to change the cruise route and direction under the following and similar circumstances: low water or flooding conditions caused by weather and climate, floods, storms, interruption of navigation on the channels, channel closures caused by repairs to locks and their mechanisms. Such change in navigation, as well as any damages and loss of the technical mechanisms of the ship cannot be claimed as a basis for passengers' cancellation of the cruise nor reduction of the travel price or other financial remuneration. Any damage to the ship will be repaired as quickly as technically possible, so that the passengers can continue their cruise as soon as possible. Unexpected circumstances and any other events that are not foreseeable and which are beyond the control of the ship or its owners, as well as acts of God and force majeure and general risks cannot be claimed as the basis for the cancellation of a cruise already begun or to a reduction of the cruise price or other financial remuneration.

Health and Safety

Caroline has a safe barge environment. Guests should be of reasonable fitness and agility suitable for a barging holiday. Smoking is not allowed inside the barge or vehicles. The owners assume no responsibility or liability for accidents, deaths, illness, injury, loss or damage of personal articles and possession of the passengers. We strongly recommend that adequate insurance is taken by each guest suitable for their needs.

With the reservation of a cruise on the Caroline, passengers acknowledge that they are aware of the dangers, which can result from the transport on a ship. This includes also the transport in the car, trips ashore, as well as the use of the bicycles. This includes, but not exclusively, the possibility of injury by tripping, slipping, falling, coming on board or departing the ship, and possible injuries cause by maneuvers or collision of the ship.

If the passengers should notice any problems or deficiencies during the cruise, then the passengers must communicate these immediately to the owners or the captain. No claims can be accepted after the cruise is completed. If no extra surcharge is paid for the sole use of the ship, there is no claim on the sole usage. Additional guests may attend the charter week.

In all decisions concerning the security of the ship and the passengers, the captain has the last and final word.