**Charter Agreement**

**Cancellation Policy**

Royal Marsh Excursions values your business and strives to deliver custom excursions that create memories that will last a lifetime. We realize that your time is valuable and have developed the following cancellation policy for your convenience:

1. At his sole discretion, Royal Marsh Excursions reserves the right to cancel the trip at any time prior to departure due to strong winds, rough seas, or any situation that could pose a safety risk. If this occurs, the customer will receive a full refund, or an alternative day may be scheduled pending availability.
2. In the rare occasion that the Captain cancels the trip due to any other unforeseen issue (mechanical issue, sickness, marina closure, etc.), the customer will receive a full refund, or an alternative day may be scheduled pending availability.
3. In the event the trip must be terminated after it has already begun due to weather, mechanical issue, sickness of the Captain etc., the customer may opt to receive a refund for unused time up to a full refund, or an alternative day may be scheduled pending availability. This is at the captain’s discretion and based on variables at that time.
4. If customer suffers seasickness or if the customer requires the Captain to return early for any reason, no refund will be given.
5. Any cancellation made by the customer at least 24 hours prior to the departure date will receive a full refund.
6. Any cancellation made by the customer with less than a 24-hour notice will not receive a refund.
7. If the Captain deems it necessary to end a trip early due to guest misconduct, intoxication, gross safety violations, drugs, harassment or in any way a risk to the boat, crew or guests, no refund will be given.
8. No Shows will not receive a refund.
9. The charter begins at the preset designated departure time. If you arrive late and/or not ready to leave at the agreed departure time, you may lose that amount of charter time. All group members are recommended to be at the departure location at least 5-10 minutes before departure. If an unforeseen circumstance occurs that could delay your group, please call Captain Chuck at 704-608-9469 to prevent cancellation. Royal Marsh Excursions reserves the right to cancel any charter where the customer fails to arrive within a reasonable time of the scheduled departure time with no refund given.
10. Refunds will be issued within 24 hours of cancellation to the original form of payment and could take up to 30 days to post depending on your bank. Most refunds are received within 1-3 business days.

**Weather Policy**

Royal Marsh Excursions is committed to providing the best possible boating experience in the Lowcountry, and your safety is our number one priority. Coastal weather conditions often change by the hour, and a forecast issued the day before may be substantially better or worse than anticipated on the day of your charter. As such, we have a no-rain and small craft advisory policy:

1. We do not depart the dock if it is currently raining/storming or rain/storms are imminent in the latest forecast model.
2. During otherwise nice weather, if a small craft advisory is posted and it is still safe to do so, we may continue to operate within the protected Intracoastal Waterway and/or sheltered tidal creeks near your departure location. The boat will never go into open water during an active, small craft advisory.
3. We will generally make cancellation decisions up to 1 hour before departure time. Please feel free to call Captain Chuck at 704-608-9469 before driving to the departure location. In addition, Captain Chuck will call, text, or email you immediately if he decides to cancel or delay the trip due to weather or advisories, and you will have the option to reschedule or receive a full refund. If availability exists, we can change trip times on the day of the charter to allow the bad weather to move out of the area and avoid cancellation.
4. If we cast off on a mediocre weather day and finish a charter at the agreed upon time, no discounts or refunds will be given.

**Safety Policy**

Royal Marsh Excursions prides itself on delivering incredible life memories in a safe and respectful environment. As a result, we have compiled the following safety policy to ensure your experience will be as stress free and safe as possible.

1. All passengers under 13 years of age are required by Federal law to always wear a life preserver while underway. US Coast Guard approved Type 1 life jackets will be provided.
2. No one shall enter or leave the boat unless the boat is safely tied to a secure dock.
3. Royal Marsh Excursions strictly abides by all Federal, State, and Local laws, rules and regulations for the safety and well-being of all on board and in do so maintain a zero-harassment policy.
4. Royal Marsh Excursions adheres to a strict zero-tolerance drug and firearm policy. No firearms, illegal substances, or cannabis/THC of any kind, even if prescribed, may be brought on board the vessel. Legally prescribed medications are permitted on board (excluding anything containing TCH/cannabis). Person(s) appearing intoxicated or under the influence of drugs or alcohol will not be permitted to board the vessel. If an illegal drug is found on board or is in the possession of any individual(s), or the captain determines that any individual(s) are unstable due to excessive drinking or intoxication, the trip will immediately be terminated without refund and in the case of illegal drugs, will be released to notified and awaiting authorities. Marijuana/Cannabis/THC possession on a boat remains both a state and federal crime.
5. It is also specifically understood that the possession or use of any weapon (including firearms) is strictly prohibited on board the vessel and failure to comply will be sufficient reason to immediately terminate the charter without refund or recourse against the Captain or company.
6. Bottled water will be provided. Please feel free to bring your favorite snacks and beverages.
7. Beer, wine (no red wine please), and Champaigne and are the only alcoholic beverages allowed on the vessel and may only be consumed by persons aged 21 or older. Glass bottles are prohibited. Any coolers provided by the customer must be of soft sided construction. Please, no hard plastic coolers or coolers with wheels. We will provide ice for the on-board cooler. If you require additional ice, please call ahead or bring your own.
8. Tanning oils or spray sunscreen is not permitted. Please use only reef friendly SPF lotions.
9. It is required that all customers on board to wear soft-soled tennis shoes, deck shoes, or sandals for the passengers’ safety and the vessel’s well-being. Hard shoes, boots, high heels, wedges or stilettos are not allowed. The captain may require passenger(s) to remove their shoes if proper foot attire is not worn.
10. This agreement shall be construed in accordance with the admiralty and maritime laws of the United States of America and the State of South Carolina.

By signing below, you confirm that you have read and agree to the terms and conditions stated above in the Charter Agreement.

Royal Marsh Excursions

By: Chuck A. Goodson By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Captain & Business Owner

 Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_