



## **Letter of Information**

### **Minimum costs for all cruises, GST inclusive:**

- **3 hour cruise = \$1500 (30 persons = \$50 per person)**
- **Extra hours can be purchased \$500 per hour.**
- **over 30 passengers cost \$150 for extra staff**

We are surveyed to carry up to 50 people. **(50 persons = \$33 per person)**

We have a fully licensed bar including beers and a number of RTD's at \$8, glass of wine, \$8 , spirits \$10 and cocktails from \$14.

\*We can stock the bar with requested drinks but prices may vary accordingly.

We have the COVID 19 tracer poster and hand sanitizer onboard and encourage all our customers to use them and practice the usual COVID 19 health safeguarding requirement.

We use drinks tokens for our package deals (Stags, Hens, Birthdays). Tokens must be used and drinks cannot be removed from the premises due to license requirements.

We have an on-license bar so drinks can also be purchased on the day by guests. Due to unreliable network coverage (Eftpos rarely functions) we require each guest to carry enough cash for their onboard purchases. Bar tabs can be organized but must be paid on the day and any unused balance shall be refunded in cash to the customer on the day.

Our onboard chef cooks a substantial and tasty BBQ for you ranging from \$40-\$55pp. This is normally served on crockery plates (Menus available).

We can also provide award winning canapés, grazing platters, light finger foods, savories' and nibbles' from the BBQ. Minimum food purchase of \$250 required.

If preferred you can bring your own food at a cost of \$250 instead. You can also cook your own BBQ for the additional \$100 BBQ hire fee. For this option you need to bring your own utensils and paper plates etc. BYO food customers shall do the cleaning up by placing all food etc. into the available bins provided by Ocean Groove and disposing of them in the allocated containers in the Carpark.

Also available are: High Tea / Adult entertainment / Live Bands / DJ/ Comedy Drag Queen Hostess/ Brazilian Dancers & Drummers and any other entertainment the customer may prefer if given enough advanced notice to organize so not to disappoint.

We have a dance floor with clears sheltered all round for exceptional 360 degree viewing.

Clears can be opened by crew during summer. Dance floor has a pole available for setup upon request and laser & strobe lighting. Quality music is available throughout the boat from our sound system.

On the lower deck there is a comfortable saloon with a great atmosphere to eat, drink, chat and relax or party more. We also have karaoke available in the lounge upon request with a great selection of songs. We have all the latest party tracks and other music genres through Apple Music, and music videos available via YouTube and AppleTV. Customers can bring their own DJ or device with music to plug in to our stereo system's bluetooth, iPhone lightning connection and standard speaker jacks.

Package Deals are available on request which include cruise hire, award winning food and drinks.

A coupon system is used to buy drinks; each person is given a number of coupons on boarding. Most drinks can be purchased with this coupon. Only cocktails and shots are excluded.



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Men's and ladies bathrooms available onboard.

We have an outside viewing deck with comfortable outdoor sofa and table. The stairs to the saloon and top deck are gentle.

We are a friendly family operated business and treat you like our own. We can host party games upon request. We offer free photo and video production of the cruises to post on our Social Media Facebook and Instagram, only with with customers permission, to share with family and friends.

You can decorate the boat before the cruise if required.

### **<Payment Policy>**

To confirm a booking we require a deposit \$500 into our account (\$1000 for 21st's), at the earliest convenience to secure the booking and final payment no later than 30 days after invoice date or 10 days before the cruise date, whichever is sooner. This will secure the date for you. Those who have paid the deposit will take priority over others on first paid first served basis. If we cancel for any reason you will be reimbursed the deposit in full. However if customer cancels the deposit shall be forfeited. The only exception is if another booking is achieved on the same date the deposit will be refunded minus a 10% admin fee. Please confirm with us that the date is available before making a deposit.

**Important, to retain your deposit and get your booking confirmed you must include these important details.(Please email [info@oceangroove.co.nz](mailto:info@oceangroove.co.nz) deposit has been made)**

**Ocean Groove Cruises  
Account NO. 06-0122-0826548-00  
Reference: Invoice number & your name**

The balance must be paid 10 days prior to your cruise or 30 days after invoice, whichever is earlier. Not doing so may risk losing the cruise date and time to other interested parties. Ocean Groove will be in contact with a reminder you if you are late paying balance and risk of others taking the slot. We will aim to protect both parties interest and will just request assurance of payment within mutually agreed timeframe.

### **<Cancellation Policy>**

Cruise Cancellation Policy for  
Ocean Groove cruises ( **being the company**)

To ensure both parties have first-hand knowledge of strategies in the case of a cruise cancellation.

- The booking fee will be \$500 for all cruises and is payable to secure a specific date for the client. The preferred date will not be held unless the full deposit is paid.



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- The deposit, once paid is a promise of intent to cruise with Ocean Groove Cruises Ltd.
- The balance is due 30 days after invoice or 10 days prior to cruise date (which ever is earliest).
- If a last minute booking is secured by another customer for that date, after your cancellation, we shall return the full paid amount minus a 10% admin fee.
  
- If the **client cancels** the cruise .
  - The company will retain the booking fee of \$500 to cover loss of sales due to unavailability of that specific date and preliminary hours of work in organizing the cruise.
  - The company will retain 50 % of all monies paid and your booking fee in total, if you cancel within 10 days of the cruise departure date.
  - The company will retain 100 % of all monies paid and your booking fee in total, if you cancel within 24 hours of the cruise departure date.
  
- If the cruise is **cancelled by the company** because of adverse weather, urgent maintenance or any other unforeseen circumstances the company
  - Will refund the full deposit and / or all monies paid.
  - Will offer an alternative date to the client should suitable dates be available at the time of cancellation.
  - In the event of adverse weather at a late stage an offer will be made to continue with the function in the marina berth

### **<Bond>**

The booking fee of \$500 (\$1000 for 21st Birthdays) will be used as the Bond and will be refunded on completion of the cruise via internet banking transfer, within 2 business days, if all the requirements of Ocean Groove Cruises Ltd are met as below

- Good behavior [must listen to crew safety is paramount]
- No damage to anything onboard
- No alcohol to be taken onboard [all alcohol will be removed and we will return straight to port]
- No abusive or drunken behavior
- Any behavior deemed to be dangerous
- No drugs are to be consumed onboard

ANY OF THE ABOVE WILL MEAN LOSS OF YOUR BOND AND THE TERMINATION OF THE CRUISE. RETURN TO PORT WHERE IF NEEDED YOU WILL BE GREETED BY NZ POLICE.

We ask all customers using our service to review our service on Google and Facebook. Your feed back is important to us perpetually improve and provide the very best party boat experience.



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### **<CONTACT & MORE INFO>**

- Website : <https://www.oceangroovecruises.co.nz>
- Tel: 022 5882628
- Contact : Robyn (Ops Manager),
- 3D Tour : <https://my.matterport.com/show/?m=9HALcBEEemMo>
- Facebook Link : <http://www.facebook.com/OceanGrooveCruises/>
- Instagram Tag : OceanGrooveCruises

Thank you for your enquiry

Signed:

Mal Maclean

Director

Ocean Groove Cruises, Date: 5<sup>th</sup> Nov 2020