



Policy for Customers (1 Dec 2021)

We are proud to advise our new and improved rebrand from the Luv Boat to Ocean Groove Cruises has resulted in some great feedback. The transformation has attracted 5 star reviews across all marketing media platforms and we encourage prospective customers to read what others have to say about their experience.

CLICK THIS 3D VIRTUAL TOUR LINK TO CHECK OUT THE FACILITIES :

***** [3D walkthrough of The Spirit](#) *****

INTRODUCTION

Ocean Groove Cruises offers one of Auckland city's leading event boats, catering for up to fifty guests per cruise. Customisable and flexible you can choose a cruise based on hourly rates or adaptable packages designed for a myriad of functions, from cocktail affairs on the water to casual get-togethers with family, friends or coworkers.

Located close to the city centre based in the iconic Westhaven Marina we cater to both private and corporate functions, providing entertainment, sports screening, team building water sports and more.

Exclusive and exciting, 5 star review ratings on google and amazing recommendations on Facebook, we pride ourselves on being the best when it comes to being Auckland's event boat specialist.

We've partnered with some of the top suppliers throughout the city to guarantee an unforgettable function, bringing your customers everything from curated live music to award-winning catering. You will be spoiled for choice when booking with Ocean Groove Cruises. Toast to launches, savour dinners and more atop a glittering waterscape, expect exceptional customer service with our friendly family crew on deck to help with anything and everything. Events with us are an unparalleled experience.

The following pages outline information about the facilities. Also included are the policies in place regarding payments and refunds.

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Vessel	The Spirit, 46ft Oliver Passenger Launch, Cruising Speed 5 knots
Capacity	50 passengers plus 4 crew
Location	Jetty 13, Z Pier, 31 Westhaven Drive Westhaven Marina, Auckland.
Layout	<ul style="list-style-type: none"> - Entry Deck / Galley with BBQ, 180° Views. - Main Saloon / Lounge with Cocktail Bar, Ladies & Gents Toilets - Dance Floor Deck with 360 degree views - Elevated Upper Deck with 360 degree views
Charters	<ul style="list-style-type: none"> - 3 or 4 hour cruises, half day or full day cruises, BBQ's, Sunset Cruises, Fine Dining, Social Groups, Island Transfers, Riverhead Transfers, Celebrations, Birthday Parties, Weddings, Hens and Stags Parties, Themed Cruise's, Corporate Functions, Product Launches, Business Meetings, Team Building, Staff Rewards, Scenic Tours, Morning, Afternoon and High Teas. Event Spectator Boat.

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List of Facilities & Amenities

- BBQ with gas Hob & rotisserie
- Combo Microwave Grill
Convection Oven
- Espresso Coffee Machine
- Toasted Sandwich Grill
- Commercial Icemaker
- 3 bar fridges
- 1 galley fridge
- 1 galley freezer
- 2 toilets (Ladies and Gents)
- Licensed Cocktail Bar
- Licensed Bar Manager
- Fusion Sound System.
Bluetooth / RCA / Lightning /
USB Micro / USB C /
Apple / Android
- Speakers all deck levels
- Karaoke Machine
- 4 LCD Smart TVs
- 3D Projector TV & Screen
- LED mood lighting throughout
- Dance floor deck huge speakers
- lazer lights
- Pole dancing pole
- RCA cable and table for DJ
- sun deck with outdoor sofa
- giant water slide
- inflatable kayaks (2)
- inflatable SUP board (2)
- Takacat 3.4m 15HP tender

Description of Facilities

Entry Deck / Galley

Our entry deck is also the galley and the first place Guests will be welcomed aboard. It offers an area to store bags and boxes for food etc. Guests will love the open 180° views sheltered by clears surrounding the outer perimeter. The clears can also be rolled up for a nice refreshing flow of cool air during the warm summer days and evenings. LED Mood lighting creates a nice atmosphere in the evenings and a 42" TV can become a tropical fish tank to add to the ambience or screen the live sports so the Guests don't miss out on the action screens in other deck levels. Vaping is allowed in this area. Smoking is only allowed on this deck when its raining on the upper deck.





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Lower Deck Bar / Saloon

On the lower deck there is a comfortable saloon with a great atmosphere to eat, drink, chat and relax or party more. Also fitted with LED mood lighting and another two 32" LCD TV's to screen aquatic scenery, karaoke, live sports or one of each. Guests can also see the live action happening from every deck level from their seats in this lounge.

Our fully licensed bar hosts a number of beers from \$8 and RTD's at \$9, glass of wine \$8 and bottles from \$40, bubbly \$10 glass, spirits from \$8, and cocktails from \$14. We also have Mumm or Moët and Chandon Champagne by the bottle for those special occasions.

Hot and cold drinks and all alcoholic beverages can be paid for at the bar on the day by the customer. EFTPOS is available but not always reliable due to signal coverage. So please advise guests to bring sufficient cash.

Bar tabs can also be organized but must be prepaid or paid in cash on the day. Alternatively you may prefer to pay a bar tab in advance and can request this to be included in their invoice and paid in advance of their cruise. Any unused cash balance paid on the day shall be refunded in cash to the customer before leaving the vessel. Any unused balance from invoiced tabs paid in advance of the cruise will be refunded by bank transfer within 2 workin days after cruise.

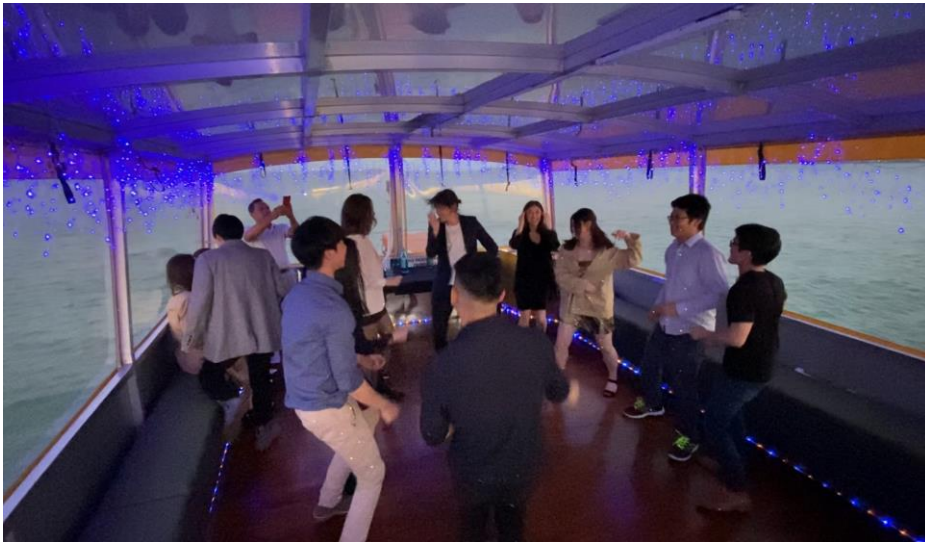




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Dance Floor

We have a large dance floor that takes up a full deck level. It makes a great viewing platform and weather protection with clears all round for exceptional 360 degree viewing. Clears can be opened by crew upon request for cooler air flow. Dance floor has a pole available to be setup upon request and laser & strobe lighting. 3D Projector TV with large projector screen makes this an incredible deck to screen whatever your imagination allows from Apple TV, karaoke, Sports and Guests own mobile device. If the customer does want to screen from their own media they should give us advanced warning to ensure we have the correct interface.



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Upper Deck

One of the most sought after locations on the vessel. Freshly painted, comfortable sofa and by no means least those amazing 360 views to be soaked in from sunrise to sunset to city night scape. This is the most photographed part of the vessel. By popular demand we have added outdoor speakers that can now have the sound independently adjusted from the rest of the boat to suit the mood. The new addition of a 58" Smart TV means Guests can watch the rugby live with a nice cold beer in hand while soaking up the energy of the sun and fresh outdoor sea air.

This deck level is also where the most impressive new addition to the boat lives.... The Giant Inflatable Slide!!! The giant inflatable slide comes out for the full day water sport package gets rigged up to launch anyone daring enough over the upper deck rails and into the water below.

Smoking is OK on the upper deck only. Cigarette burns on the couch will result in bond being kept to the amount of cost to repair or replace.





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Description of Equipment

Media Equipment

We have the latest top end Fusion Sound System with Bluetooth, Apple and Android Connectivity for Guests to stream own playlists. Also has RCA connection for DJ to plug into. Apple Music also available onboard if Guests prefer us to stream popular Apple Playlists from our own system.

Apple TV with Netflix / Youtube etc can be played over 4 SMART TV's. We have now installed 2 x 32" (Main Saloon / Lounge), 1 x 42" (BBQ Deck) and 1 x 58" (Upper Sun Deck) plus 1 x Projector Screen TV (Dance Floor Deck).

Our sound system is kick-ass high quality and can be adjusted independently for each deck level.

TV's can play from 4 separate inputs to individual or all screens. Corporate conferencing connectivity and equipment available with advanced notice. Videography and photography (including drone footage pending availability and conditions). For Live TV or Spectator Sporting Events please notify in advance for checking timing and availability. Also 360 live video streaming can also be made available upon request.

And yes your Guests will be happy to learn that we have a dedicated space and phone chargers available onboard for Apple and Android.

Sports Equipment

We are currently not set up for fishing until we have handrails installed on the rear boarding platform / duckboard. However, we do have a new addition of other aquatic gear to keep Guests happy. Aquatic gear will only be used depending weather and tide conditions as the vessel will be anchored in a nice quiet bay. The biggest show case is the giant inflatable slide. Guaranteed to attract and keep the adrenaline seekers happy as they launch themselves from the upper deck. Those who prefer a more relaxing but equally adventurous activity can use the inflatable kayaks and SUP boards. There are a couple of each and can be swapped around with those who may be snorkeling or swimming. We do have a 3.4m twin hull takacat inflatable tender with 15HP outboard that can be used for towing sea biscuits etc or recovering anyone who strays too far. Slide can only be used on the 9hr water sports package due to the two hours rig and de-rig / stow time required plus the 2-3 hours each way to the destination.

Additional crew is required as safety watch for all water sports.

Description of Services

Catering

Ocean Groove Cruises pride ourselves on providing excellence with our partners Little Wolf who are 3 times winners of Outstanding Caterer Of the Year Award.

You can select from a large array of grazing platters and finger food, sandwiches or filled rolls to share starting from as little as \$6.25 per person. Alternatively, they can choose from more substantial BBQ



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and canape packages for larger gatherings ranging from \$30 per person. Other wider selection of options are available from Little Wolfs menus upon request.

There is no need to worry about special dietary requirements, allergies or lifestyle choices. We have dinner cruise options that cater for all. On our menu you will find vegan, vegetarian, gluten free and dairy free options. Just let us know any requirements in advance so we can create something special.

BYO food is welcome at no extra cost. Please be aware need to be aware that if you choose to self cater you are responsible for supplying biodegradable dishes, utensils, cutlery, napkins, Set-up / presentation, food service and clean up afterwards will be the customers and guests responsibility.

We suggest finger foods on platters – ready to serve. However if you BYO food you can also cook your own BBQ for the additional **\$200 BBQ hire fee**.

BYO alcohol or any other hot or cold beverages are not permitted. These items must be purchased onboard the vessel.

Refer to the online menu for pricing.

Live Entertainment

As well as the media we provide a variety of live entertainment such as: DJ hire, Adult entertainment, Bare butler or Topless waitress, Live Band, Drag Queen Comedy Hostess, Brazilian dancers & drummers. We can add any other entertainment you may prefer if given enough advanced notice to organize so not to disappoint.

If you prefer to bring your own entertainment then we welcome this too and they will form part of your charter group numbers.

Children

Children are welcome onboard if accompanied by parents or legal guardians. We have 6 life jackets for children under 40kg. Life jackets must be provided by customer for any more children under 40kg.

Digital Media to Keep Memories Alive

Our skipper and crew are fun, friendly and accommodating hosts to all guests. We can host party games upon request. We also offer free photo and video recording of the cruises. The digital media is intended to be posted on our website, Youtube Channel, Social Media Facebook and Instagram for you to share to share with family and friends. We also save all media to a dropbox folder on the cloud and provide a link for you to access and download should you or your guests wish to create your own videos. Live streaming shall only be carried out with the permission of you and your guests. Anyone not comfortable with appearing on any footage shall not be filmed. You shall be given the link to all media posted. Anything posted that you are not comfortable with shall be immediately removed. Hen and Stag Parties shall only have respectful, non compromising footage to protect our brand reputation and everyone's dignity.



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Alcohol Responsibility

We want to make sure you and your guests come aboard and have a fun and safe cruise without incident. That is from first arrival at the carpark to the moment all return from the cruise and leave in safe transportation to return home. The carpark and marina is a Liquor Ban area monitored 24/7 by security. No preloading or drinking in the carpark is allowed. Security call police if anyone is spotted doing so. Likewise anyone spotted removing drinks from the vessel or behaving in an unruly intoxicated manner will also be observed and recorded by marina security and police called. If this occurs, we stand to receive a fine and potentially lose our liquor license. We respectfully request you ensure your guests understand and respect this. Anyone observed breaking the local liquor rules prior to charter will be refused entry to the vessel. Observation of anyone breaking liquor ban rules or acting in a drunken and disorderly manner disturbing local community post cruise may result in loss of bond due to the likel risk of reputation damage.

As part of our host responsibility policy we ask you to order food or BYO food to minimise risk of intoxication. We do also have food that can be purchased onboard but supply may be limited. Any customers showing signs of intoxication will not be served alcohol and instead be monitored and encouraged to drink water and purchase food to eat. Filtered water is provided free of charge and made available at all times throughout the boat during the cruise to reduce risk intoxication.

Any unruly, abusive or drunken behaviour or actions that pose a risk to safety or wellbeing to themselves or other passengers and crew shall result in the vessel returning immediately to dock side, authorities notified and the incident put on record. This is our legal requirement in accordance with the law.

MINORS SHALL NOT BE SERVED ALCOHOL

NO BYO DRINKS OF ANY KIND ALLOWED TO BE TAKEN ONBOARD THE VESSEL

INTOXICATED CUSTOMERS WILL BE REFUSED ENTRY

CUSTOMERS BECOMING INTOXICATED WILL NOT BE SERVED ALCOHOL

DRINKS MUST NOT BE TAKEN OFF THE VESSEL

INTOXICATED CUSTOMERS WILL BE REFUSED ENTRY

**NO ALCOHOL TO BE CONSUMED CARPARK OR MARINA
(LOCAL LIQUOR BAN LAWS APPLY)**

Costs

All costs are GST inclusive.

Prices of cruises are listed on website are the latest thus take precedent and shall apply for all bookings.

Customised Cruise Option

Please note that the prices are correct at the time of writing but the pricing from the internet booking system is priority. Any issues with pricing should be brought to our immediate attention.

- All cruises \$550 per hour. (Min 3 hrs / Max 9 hrs)
 - Includes boat hire, fuel, skipper and 1 crew
- Add \$50/hr for extra crew over 30 passengers. Additional crew may also be required for special requests, add-ons or when cruise type and duration requires.



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- **Add-ons** – Refer Website for range and pricing
 - Food (Little Wolf Catering)
 - Bar tab
 - Entertainment
 - DJ
 - Dancer(s)
 - Stripper(s)
 - Drag Queen(s)
 - Live Bands
 - Additional Hours
 - Additional Staff

Package Options

- Wedding - 3hrs from \$4900
- Hen Party – 3hrs from \$2700
- Stag Party – 3hrs from \$2700
- Corporate Event – 3hrs from \$2700
- Birthday – from 3hrs \$2700
- 21st Birthday -from 3hrs \$2700
- Full Day Water Sports – 9hrs from \$5500
- Live Sports Screening – 3hrs from \$2700

Payment & Cancellation Terms

PAYMENT POLICY

Cruise Payment Policy for the company Ocean Groove Cruises

- The booking deposit of \$500 is required to be made by the client to secure a specific date and as a commitment to cruise with the company. The preferred date will not be held unless the deposit is paid. Quick payment using the web based booking system is advised to avoid disappointment.
- Where multiple enquiries are made for a specific date, those who have paid the deposit first will secure the booking.
- The deposit, once paid is a promise of intent to cruise on board The Spirit with Ocean Groove Cruises Ltd.
- The balance is due 15 days prior to sailing or 30 days after invoice, whichever is earlier.
- If the client is late in final payment then company requests client to contact the company to make mutually agreed alternative arrangements
- If the client fails to contact the company regarding late payment, the company will be in contact with a reminder.
- The company reserves the right to allocate the date to another customer if the client fails to contact with or respond to the company in a reasonable time frame to make alternative arrangements.



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CANCELLATION POLICY

IF CLIENT CANCELS

- The company will retain the \$500 deposit
- The company will retain 50% of all monies paid and your booking fee in total if you cancel within 15 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 48 hours of the cruise departure date.
- 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 \$100 admin fee for the time spent making alternative arrangements, plus deduction of any other reasonable expenses, such as 3rd party service provider cancellation fees, food wastage costs etc where / if applicable.

IF COMPANY CANCELS

- The company shall offer an alternative available date to the client at the time of cancellation.
 - Company shall provide a full refund if the customer chooses not to move the date.
- In the event of adverse weather at a late stage, you can still continue with the function onboard the vessel alongside the marina berth (\$40/hr fuel fees refunded) or move the date free of charge. Jetty side functions are operated the same as cruise functions & also have 5 star reviews.
 - If the client chooses not to continue onboard or move the date in the event of adverse weather then the full amount shall be repaid to the client minus reasonable expenses e.g. 2% booking fee, food preparation / supply costs and 3rd party cancellation fees if / where applicable.
- Public Ticketed Events. If adverse weather, community health lockdowns, natural disasters or any other unforeseen events impacting the wider community occurs outside of the company's control and prevents public ticketed events e.g. New Years Eve cruise, we will shall refund 50% of the ticket price.

PRIVATE AND CORPORATE CHARTERS PREVENTED BY FORCE MAJEURE OR ACT'S OF GOD.
(Extraordinary events or circumstances beyond the control of both parties such as epidemics / pandemics, natural disasters, war, crime, strikes, riots etc)

- The company shall offer an alternative available date to the client free of charge if the vessel remains in a physical and operational condition as advertised and is able after the event.
- If the vessel is no condition to provide a cruise as a result of the event, or the customer chooses not to accept the alternative cruise date and cancels, then the company shall refund the amount paid minus all reasonable expenses related to the booking incurred by the company (e.g. 2% booking fees, 3rd party service cancellation and food preparation fees if / where applicable)



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Bond Policy

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 are met as below

- Good behavior. [must listen to crew safety is paramount]
- No damage to anything onboard
- No alcohol to be taken onboard or off the boat [all alcohol will be removed and we will return straight to port]
- No abusive or drunken behavior
- Any behavior or action deemed to be a risk to the safety or wellbeing of themselves, fellow passengers and crew.
- No drugs – any sign of drugs being taken onboard will result in the vessel immediately returning to port and an incident report filed with the offending party's details.
- No alcohol to be consumed in carpark or marina (liquor ban laws apply)

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

CONTACT & MORE INFO

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- Website : <http://www.oceangroovecruises.co.nz>
- 3D Tour : [The Spirit 3D Tour](#)
- Social Media : Facebook Link : <http://www.facebook.com/OceanGrooveCruises>
Youtube Channel: Ocean Groove Cruises
Instagram Tag : Ocean Groove Cruises

Mal Maclean

Director

Ocean Groove Cruises Ltd

Date: 1 Dec 2021