

Bennett Cruising Pty Ltd T/As
The River Boat Bar

Terms and Conditions

1.0 General

- a. All tickets, VIP tables, and packages are non-refundable regardless of circumstances.
- b. Bar tables, Cubes and VIP Areas are sold on a first come, first served basis.
- c. This is an over 18's venue. Entry will be refused to persons under the age of 18 **without refund**.
- d. Entry to the event will be granted only upon presentation of a valid electronic ticket. Members' guest's names and mobile phone numbers are required for each booking. **Substitutions on the day are not permitted.**
- e. It is a condition of entry that all patrons present a valid and acceptable form of a photo identification. Acceptable forms of ID are limited to the Australian Drivers' Licence, a valid passports or NSW Government endorsed Proof of Age card. ID will be checked prior to boarding the River Boat Taxi.
- f. Entertainment line-up is subject to change without notice and no refunds will be given.
- g. In the event the river levels exceed operating limits you will be advised as soon as possible and your booking will be rescheduled. **Refunds are not available.**
- h. The River Boat Bar is a licensed venue. Entry will be refused to patrons who are intoxicated and/or disorderly **without refund**.
- i. Large handbags, backpacks, duffle bags and bumbags are not permitted onboard. Patrons may be required to submit their bag for checking on entry or at any time while onboard. Refusal to allow a bag check will result in the cancellation of the ticket **without refund**. If already onboard the patron will be immediately removed and returned to the Jetty.
- j. Events will continue in the case of rain, hail or shine (unless deemed unsafe by the Captain – this will be assessed on the day of the event and guests will be notified)
- k. Smoking and/or vaping are restricted to the designated smoking area only.
- l. Patrons choosing to bring valuables to the premises do so at their own risk.
- m. The River Boat Bar reserves the right to refuse entry to any patron and to remove any patron and/or associated parties on breach of these terms and conditions **without refund**.
- n. The River Boat Bar is a vessel which may become wet and moves on the water. Please use handrails while using stairs and ask staff for assistance if required. Please use care and follow crew instructions while boarding any vessel.
- o. The River Boat Bar reserves the right to use any images or video taken onboard the venue for any purpose including but not restricted to; promotion, social media and third-party advertising.
- p. The River Boat Bar is a fully licensed venue, BYO food or alcohol is not permitted.
- q. We have a strict **no bucks** policy; we allow hens parties however we do not allow paraphernalia.
- r. We have a **no 18th Birthday party** policy.
- s. Professional video and camera equipment is not permitted without prior written permission from The River Boat Bar Management.

2.0 Code of Conduct

- a. Our Captain and crew are highly trained and their direction must be followed at all times.
- b. Aggression or violence will not be tolerated at any time. Any patron who becomes aggressive will be asked to leave **without refund**. Any patron who becomes violent towards other patrons or crew will be referred to the police.
- c. The River Boat Bar maintains a **ZERO TOLERANCE** drug policy. If drugs are found on or near a patron **the patron and their party** will be immediately transferred back to the jetty without refund and referred to Police.
- d. If a patron jumps into the river whilst onboard the River Boat Bar, **the patron and their entire party will be returned to the jetty without refund.**
- e. We want you to enjoy your time with us safely. Please drink responsibly and use caution when moving around the vessel. Reckless or dangerous behaviour will not be tolerated.
- f. Repeated and lengthy congregation of patrons in the bathrooms is not permitted.
- g. We strive to be responsible members of the community and take our impact on residents seriously. Please be courteous when disembarking the transfer vessel at our jetty and keep noise to a minimum so as not to disturb our neighbours.

3.0 Dress Code

- a. Stilettoes and high heels are not permitted. Guests are advised to wear appropriate footwear and smart casual clothing while onboard.
- b. No loose singlets or torn clothing.
- c. Thongs are not permitted.
- d. No obvious large designer branding or logos.
- e. No paraphernalia eg. Sashes or "fancy dress"
- f. No gang associated behaviour, jewellery, accessories or clothing that displays or infers by form of word, colours, logo, symbol or otherwise, no hens or buck's paraphernalia. The River Boat Bar encourages mixed group bookings to ensure social responsibility standards.
- g. All head, neck and face tattoos must be covered.

We reserve the right to refuse entry for any anti-social behaviour, failure to comply with our general terms and conditions, code of conduct or potential responsible service of alcohol risks. Patrons will be removed **without refund**.

Responsible Service of Alcohol Policy

We aim to provide all patrons with a safe, friendly and fun atmosphere. We encourage those who choose to drink alcohol to do so responsibly.

We will:

- assist patrons with their decision to drink responsibly.
- refuse service to anyone showing signs of intoxication.
- Not permit drinkable liquids to be brought onboard (water is freely available).

If a patron shows signs of intoxication in the venue, The River Boat Bar is prohibited from allowing them to stay onboard and they will be returned to the Jetty **without refund**.