

Dragon Drascombe Ltd

Terms and Conditions

Booking confirmation

To confirm a booking the client is requested to provide a full residential address with names of the persons within the group. Upon receipt, Dragon Drascombe Ltd will forward a UK-registered invoice for the full itemised package payment, including:

1. The dates of the booking
2. The specified apartment or villa
3. The charter period of the Drascombe Lugger
4. The details of the private hire taxi transfer to and from the airport

This forms the basis of the contract.

The client will be requested to make a deposit payment in Sterling into the UK bank account of Dragon Drascombe Ltd (see below). When payment has been received then this contract/booking is made and confirmed.

If any of the details set out within the booking are incorrect, then the client is advised to make this known as soon as possible to Dragon Drascombe Ltd by email to info@dragondrascombe.com

Deposit and final payment

A deposit is requested on initial booking of 50% of the total cost. The final payment becomes payable 10 weeks before commencement of the holiday.

Payment should be made by bank transfer to the account of Dragon Drascombe Ltd (Lloyds Bank Plc)

UK bank transfers:

Account name: Dragon Drascombe Ltd
Sort code: 30 91 92
Account no: 62732660

International bank transfers:

Account name: Dragon Drascombe Ltd
BIC: LOYDGB21075
IBAN: GB16LOYD30919262732660

Card payments:

We can also take payment by credit or debit card through our provider Stripe, listed are the associated charges.

1.5%+20p for standard UK Cards

2.5%+20p for EU Cards

2.5%+20p for European Economic Area Cards

+2% if currency conversion is required

3.25%+20p for International Cards

+2% if currency conversion is required

Cancellation of a booking

You have the right to cancel the booking **within 7 days** of making the booking and receive the full deposit back. A cancellation request must be made by email to info@dragondrascombe.com. If the cancellation is made later than this period, Dragon Drascombe Ltd will not be liable to refund your deposit.

If the cancellation is made less than 10 weeks prior to the date of commencement of the holiday, then you will be liable for the full balance of the holiday. It is therefore imperative that you take out appropriate holiday travel insurance at the time of booking.

Whats Included

As a part of a standard charter package booking I allocate approximately 4 hours to the boat introduction and its unique characteristics.

This will include the following.

1. An introduction to the outboard engine, a prime feature of the boat since it is used each day to get off the pontoon, go ashore and use when not sailing. It is advised that some prior knowledge is had of these engines before attending a charter.
2. The Bow and Stern anchors and how to deploy
3. How to fit the Bimini sunshade.
4. The use of the boarding / swimming ladder
5. The use of the emergency equipment stored in its water tight container.
6. The Luggers have 4 cockpit shallow enclosed storage hatches and one in the stern Lazarette, rucksacks or large bags are difficult to store. There will be 2 Dry bags provided with each boat to use for storage, also a full cool bag picnic set.
7. It's advised to wear appropriate clothing on the boats, No Boots please, it damages the boats.

An integral part of sailing Luggers in the Ionian is the use of the outboard engine. Without it you will not go anywhere.

It's use is daily, for leaving and returning to the pontoon at the apartments, going ashore onto a beach and when the wind drops motoring back to the base

It is very important for your own safety and wellbeing that the crew can safely start and control the boat when underway.

As a part of this boat introduction I will go out with your group in the bay and demonstrate how to rig the boat and it's sailing characteristics.

However, if we both come to the conclusion that there is more help needed with these safe sailing and manoeuvring skills, then it will be advised that further sail training will be necessary.

This is not a part of the standard charter cost, so will be charged as additional service

These daily charges are obtained as to what each individual crew requires

Advise on Mobility Issues

The Drascombe Luggers being large dinghies necessitate the Helm and crew to be reasonably mobile on board when having to move around to change positions when for instance changing sides to 'Go About'

The boats have a maximum of 4 adults on board, ideally 3 or a family of four including 2 children

There is also the boarding the boat from a bow position mooring on a lazy line, this is the norm in the Ionian since it maximises on moorings on a pontoon. This necessitates entering the boat over the bow and using the forestry to balance on.

There are times when one has to run the bow up onto a beach and then get on and off, in this area there are No Marina Type beam too moorings.

If you have questions on these mobility issues covering Knees, Hip or Back problems then please call me. Where possible we will do our utmost to facilitate issues that crew might have, but it needs to be known about prior to booking.

Additional terms

All party members over the age of 12 must be fully vaccinated. This is to cover the requirements of the Greek government for people entering the country.

Please note that we are not a package holiday company, and our provision is limited to accommodation, Luggage and local transport only. You must make your own travel arrangements to get to Greece.

Insurance

Dragon Drascombe strongly recommends that you take out your own holiday, travel and medical insurance. In Greece, should a medical emergency arise you will be required to pay for treatment at the time of use and claim it back from your medical insurance. The European Health Insurance Card (EHIC) is no longer valid for UK citizens.

Complaints and feedback

If you have issues whilst out on holiday then these must be communicated to the Director, Philip Osborne, either at the Dragon Drascombe Base, or by calling him on +44 7812 562579 as soon as these issues occur, so he has the opportunity to react and address these issues. If you feel these issues have not been addressed to your satisfaction then you are asked to make this complaint in writing to the Dragon Drascombe UK office, address below.



Philip Osborne, Director

Dragon Drascombe Ltd, UK Office Address

Unit 2, Bridge Street Industrial Estate

Tredegar

Wales

NP22 4LA

info@dragondrascombe.com

Companies House Registration No 10643868