



Tourism Hall of Fame – Victorian Tourism Awards and Victoria's Most Highly Awarded Houseboat Company

***Welcome to All Seasons Houseboats Mildura!***

At All Seasons Houseboats, we take immense pride in our fleet of 16 Award-Winning Houseboats, each thoughtfully designed to provide you with the utmost comfort and a sense of luxury on the water.

Congratulations on reserving your houseboat!

We hope we can help you navigate your way through the next steps and set sail on the adventure of a lifetime!

**In this email, there will be some important information**

**Timeline of Key Reservation Events**

**Terms and Conditions**

**Please also read our [Frequently Asked Questions](#)**

## STANDARD BOOKINGS

### Secure Your Booking

If your happy with your dates and happy with the boat you have chosen, secure your booking within 7 days by:

1. Pay \$1000 Deposit
2. Complete Booking Form and agree to Terms and Conditions

We have sent you a booking form in client portal for your crew to finalise. Details such as BSB and Acc Number will need to be provided. Other details such as bedding, and extras can be changed at any time leading up to your trip!

For bookings of two or more houseboats a 50% Deposit per boat is required.

Congratulations you have booked your bucket list Houseboat Holiday! There is nothing more for you to do until we are 8 weeks out from sail but let's keep in touch. We will send you some more information about Mildura and your boat during this time!

### 8 Weeks Prior To Sail

Full payment is required 8 weeks prior to your departure! We will email you and notify you 2 weeks prior to payment being due to remind you that payment is up and coming.

### Lets Build Your Dream Holiday

You have finalised and paid for your Holiday! CONGRATULATIONS. Now it's time to talk details... Confirm your bedding? Have you booked extras? Ice, Kayaks, Private Chefs? Have you got any more questions for us?

### Lets Talk About Itinerary

2 weeks prior to you setting sail, let's talk about your Itinerary. We have plenty of samples on our website but feel free to send your plan to us. We can also discuss Lock 11 booking times and early boarding offers here.

### 1 Week Prior to Arrival

Are you excited? - Because we are! One week to go let's finalise everything... Do you have any last minute questions and have you paid your bond? Your bond is an additional payment we take that is completely refundable less your expenses. It must be in our account before you set sail, please allow a week to process

### Arrival Day

Your boat will be ready for pick up at DOCKSIDE CAFE in MILDURA MARINA at 2 pm unless early boarding offer purchased. Make your way down to see our crew. ENJOY THE JOURNEY OF A LIFETIME!

## PEAK SEASON (20<sup>TH</sup> Dec - 31<sup>ST</sup> Jan & Easter)

### Secure Your Booking

If your happy with your dates and happy with the boat you have chosen, secure your booking within 7 days by:

1. Pay \$2000 Deposit or 25% which ever is greater
2. Complete Booking Form and agree to Terms and Conditions

We have sent you a booking form in client portal for your crew to finalise. Details such as BSB and Acc Number will need to be provided. Other details such as bedding, and extras can be changed at any time leading up to your trip!

For bookings of two or more houseboats a 50% Deposit per boat is required.

### 6 Months Prior To Sail

Congratulations you have booked your bucket list Houseboat Holiday! 6 months prior to you sailing we require a further 25% payment of the hire fee. We will remind you via email when this payment is due. We will send you some more information about Mildura and your boat during this time!

### 12 Weeks Prior To Sail

Full payment is required 12 weeks prior to your departure! We will email you and notify you 2 weeks prior to payment being due to remind you that payment is up and coming.

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### Arrival Day

Your boat will be ready for pick up at DOCKSIDE CAFE in MILDURA MARINA at 2 pm unless early boarding offer purchased. Make your way down to see our crew. ENJOY THE JOURNEY OF A LIFETIME!



## **Booking Terms & Conditions**

These terms and conditions will be emailed to you at booking. Please complete the booking form, read the T&Cs, and return to the office.

These Terms and Conditions are subject to change at any time without notice.

### **Conditions of Hire**

1. The current prices are subject to change.
2. After a reservation deposit is paid the price quoted will not change.

## **Payment Details: Terms and Security Bonds**

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There are 3 payments that make up the full payment. You will receive a notice for payment along with a payment request. Failure to pay amounts by due dates may result in the cancellation of your booking.

1. Initial Booking Deposit (payment terms vary for time of year)
2. Houseboat Hire Fee (payment terms vary for time of year)
3. Security Bond

All payments can be made using credit card via client portal (INSERT LINK) or phone (2 % surcharge applies) or via direct deposit.

### **Standard Booking Payment Terms**

A deposit of \$1,000 per week is required within 7 days to confirm your booking (2% surcharge on all card transactions). Failure to pay the deposit amount in 7 days may result in the cancellation of your booking.

Full payment for hire is required 8 weeks before departure.

### **Peak Period (20<sup>th</sup> December to 31<sup>st</sup> January and Easter) Payment Terms**

A deposit of \$2,000 or 25% of hire fee (whichever is greater) per week is required within 7 days to confirm your booking (2% surcharge on all card transactions). Failure to pay the deposit amount in 7 days may result in the cancellation of your booking.

A further 25% payment of the hire is required 6 months prior to sail.

Full payment for hire is required 12 weeks before departure.



### Security Bond – Required 7 Days Prior to Sail

A \$1,000 - \$2000 security bond is payable 7 days before arrival via EFT or cc (surcharge 2% applies).

- Elevate and Iconic Luxury Security Bond is \$2000.00
- Platinum, Extreme, Ultimate, Pure Pleasure and Sapphire Security Bond are \$1500.00
  - All other boats Security Bond is \$1000.00

The Security bond is fully refundable less fuel used and loss/damage (within 10 business days of the end of hire) when the boat is returned on time, in good order and condition. The security bond is refunded to a nominated bank account.

**Full and partial payments and payment plans can be made via our client portal (INSERT LINK) using credit cards (2% surcharge applies) or can be transferred into the following business bank account -** *To pay using PAYID details, log in to your online banking, go to make a payment, change the payment type from #BSB and Account Number" to "PAYID" (such as email or phone number). Then enter the PAYID, check the name that appears, add the amount, and confirm the payment.*

|                     |                                                                                               |
|---------------------|-----------------------------------------------------------------------------------------------|
| <b>PAY ID</b>       | <b><a href="mailto:info@allseasonshouseboats.com.au">info@allseasonshouseboats.com.au</a></b> |
| <b>Account name</b> | <b>Broms Investments PTY LTD</b>                                                              |
| <b>Bank</b>         | <b>NAB</b>                                                                                    |
| <b>Reference</b>    | <b>210745 McClure</b>                                                                         |

A description of your group (ie. the number of males and females and the average age of the people in your group) **MUST** be discussed with the booking office at the time of booking. Single-sex groups or where some or all of the occupants on the boat are under the age of 25 will incur a double bond.

No schoolies, bachelor or hens' parties allowed. Failure to disclose may lead to refusal of sailing upon arrival.



## Insurance Waiver Options

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Insurance is highly recommended.

All Seasons offers optional insurance for a fee of \$90.00 per night, which can help you in the case of an insurable incident. For significant damage/loss, you will be liable for the excess below:

- Elevate Luxury and Iconic Luxury Insurance excess is \$10,000.00
- All other boats Insurance excess is \$5000.00

The insurance waiver of \$90 per night reduces this liability to:

- Elevate Luxury and Iconic Luxury Insurance excess is \$2000.00
- All other boats Insurance excess is \$1000.00

however, you will still be liable for minor damage that is not claimable on insurance. Private travel insurance for any unforeseen changes/cancellations to your reservation is also highly recommended.

\*The nightly insurance waiver fee is non-refundable once the hire has commenced. Once a hire has commenced, requesting to take out the insurance waiver is not allowed, and the \$5000-10,000 excess applies.

\*\*If the damage or loss to the houseboat is caused by negligence or prohibited use, you are responsible for the full excess amount and possibly all subsequent legal / recovery fees. Prohibited use may include but is not limited to being over 0.05 whilst driving, ignoring NSW Maritime laws, driving the houseboat without a full driver's license, and being outside the fencing whilst motors engaged / houseboat moving. If unsure, please contact a staff member for further information.

\*\*\* All hires are guaranteed by a credit card imprint which is taken upon boarding and will be used for any excess costs above the \$1000 / \$2000 bond.

## Fuel and Additional Costs

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All boats have fuel tanks onboard. The fuel tank will be full prior to departure. Fuel used includes diesel, unleaded, and LPG and will be charged upon your return and taken from the bond monies.

The Security bond is fully refundable less fuel used and loss/damage within 10 business Day of the end of hire when the boat is returned on time, in good order and condition. The security bond is refunded to a nominated bank account.



## Cancellations

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### Standard Bookings

Cancellations must be made a minimum of 8 weeks prior to the commencement of the hire for a refund to be payable. A cancellation fee of \$100 will apply. No refunds, changes of dates or postponements will be permitted within 8 weeks of sail. Private travel insurance is highly recommended to cover the cost of rearranging or cancelling your houseboat holiday due of an unforeseen circumstance outside of your, and our, control.

### Peak Period (20<sup>th</sup> December to 31<sup>st</sup> January and Easter)

Cancellations must be made a minimum of 12 weeks prior to the commencement of the hire for a refund to be payable. A cancellation fee of \$300 will apply. No changes of dates or postponements will be permitted within 12 weeks of sail. Private travel insurance is highly recommended to cover the cost of rearranging or cancelling your houseboat holiday due of an unforeseen circumstance outside of your, and our, control.

## Arrival and Departure

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Hire will commence at 2.00 pm on the day of departure and will terminate at 9.00 am on the last day. Please arrive at the marina at 8.45 to be ready for **disembarkment by 9 am**.

Early boarding packages are available to purchase, please arrange with the office ahead of time.

We recommend arriving at 2 pm at the Mildura marina undergoing Paperwork, Orientation, Safety Briefing, and Driver Training before going to do groceries and errands.

Please note our staff finish their day at 4.30 pm. Arrivals after 4.30 pm may be required to remain at the mooring sites until the following morning.

Good mooring spots for your first and final night include – Ornamental Lakes, The Marina Sandbar "The Point", Gol Gol Public Moorings, Gol Gol Hotel and Riverside Golf Club.

On the morning of departure, do not enter the Mildura marina in your houseboat unassisted, only our team members are allowed to drive houseboats within the marina at any time. Our Team will meet you out on the river in front of the marina. Our team will approach by boat, jump onboard, and guide you in before 9 am.

The houseboat must be returned in good clean condition, or an extra cleaning charge will apply. Smoking and vaping inside the houseboat are not allowed and additional cleaning fees will apply.



## Secure Car Parking

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Car parking is available at the marina mooring sites. Our car park has large gates locked nightly and monitored by security. We allocate a maximum of 3 car spots per houseboat. No responsibility is accepted for parked vehicles/trailers. Please note there is no storage available in the Mildura Marina for caravans. If you are travelling with a caravan, please let reception know at time of booking so we can organise off site storage for that vehicle at an extra charge subject to availability.

Please inform our office prior to arrival if you will exceed maximum car allowance or will be travelling with a caravan and/or trailer. Failure to inform office may result in failure for secure storage.

## Lock 11 and Bridge Bookings

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All Bridge and Lock bookings must be made by staff from All Seasons Houseboats with the Lockmaster. Lockmasters will not accept booking made by customers.

Lock 11 operates downstream on the hour and upstream on the half hour (apart from 2 times a day that is reserved for paddle steamers).

Please note you must pass through the Lock the day before your departure **NOT** the morning of.

You crew will require an All-Seasons Staff member to accompany and guide you through Lock when moving from Upstream to Downstream. Crews are not allowed to do this without a staff member.

The Lock must be booked a minimum 8 hours or day prior to travelling through.

Crews cannot travel through the Lock twice in one day. The lockmaster requires a 24-hour hold for your vessel. If your crew travels through at 9 am your crew cannot return until 9 am the next day.

If customers miss Lock 11 and Bridge bookings by customer fault or with less than 1 hours' notice given to All Seasons, the crew will incur a \$50 fee. If you are unsure of travel time, please call reception to help plan your travel time. Arrival at the lock 30 minutes prior to lock opening is required for upstream locks and 15 minutes prior for downstream locks to ensure a smooth lock experience.



## Pet Policy

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Pets must be declared upon booking and are only allowed on specific houseboats. Maximum of one pet per boat at any one time. We understand that your pet is a big part of your family life. Please note a \$30 pet / per day fee applies to all pet bookings.

The deck designs on our boats gives space for your dog to stretch their legs and expel some energy outside. Ensure your pet is leashed whilst outside on the riverbanks and please clean up after your dog.

You will need to bring all your pet's requirements, as no furry friends' needs are the same.

Also, we are sure that you will understand that no pets are allowed on houseboat furniture or beds. We reserve the right to charge for any additional cleaning and damages caused by fur, mud, etc.

If you need a pet sitter, there are several good pet motels in the Mildura region.

If you have a service/support animal, please notify us on inquiry or booking. You will need to forward the appropriate paperwork at least 8 weeks before boarding. If the boat you are sailing on is not pet-friendly and paperwork is not available, we will **not** accept your pet.

<http://allseasonshouseboats.com.au/pet-friendly-houseboats/>

## General Conditions

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1. All occupants of the vessel are required to read and sign a comprehensive hire agreement prior to departure.
2. Occupants under 18 years of age require the signature of a parent or guardian.
3. The number of people on board is limited to the number of berths allowed by NSW Maritime regulations. A child over the age of 12 months is counted as one person.
4. At least one crew member must be aged 25 or older and hold a current driver's license. The boat must be driven in daylight hours only and be moored no later than 5.30 pm. No driving under the influence of alcohol or drugs.
5. No pets (some boats take pets, max 1 pet per boat, conditions and fees apply), No firearms, trail/motorbikes or chainsaws are allowed on board the boat.
6. In the unlikely event of unfavourable river conditions, or any unforeseen circumstances, causing danger to the river craft, the proprietors reserve the right to re-arrange the booking. Every effort will be made to give notice in advance if such circumstances arise. New bookings will reflect a new rate.
7. In the event of strong winds during your stay, wind warnings will be issued. During extreme wind or severe weather events, we reserve the right to ground all boats for the day for safety reasons and issue a Non-Sailing Advisory. This measure is in place for the protection of both

the crew and the vessel. Sailing during unsafe wind conditions is strictly prohibited. Please note that on days of arrival, sailing may not be possible if weather conditions are deemed unsafe.

8. We agree to have the boat, motor and accessories in good working order. We will not be obliged to compensate the hirer for loss of time due to unforeseen mechanical problems during the hire period.
9. The management reserves the right to refuse any hire without stating any grounds for refusal or termination or to convert a hire to a static hire should the crew be deemed to be incompetent drivers after sufficient instruction by our staff.
10. No schoolies, bachelor or hens parties allowed. Failure to disclose may lead to refusal of sailing upon arrival.

The Management reserves the right to terminate or evict any persons in the event of inappropriate behaviour, causing problems or nuisance, non-payment of hire fees/rent. No refund applies.

ALL ENGINES MUST BE OFF before swimmers enter the water and remain off until all swimmers are back on board. Avoid any areas where there are swimmers in the water.

STRICTLY NO jumping/diving from upper deck or roof of the vessel at any time.

October 2025