



Big Cat Boat Charters

Private sailing experiences aboard RaRa

VERSION 1.2 | 7 OCTOBER 2026

Your booking aboard RaRa

Version 1.2. Effective 7 October 2026 for new bookings.

1. Your contract

These terms cover private consumer day experiences aboard RaRa supplied by Big Cat Boat Charters Ltd ("we", "us"). The person making the booking is the lead customer ("you"). Our written booking confirmation identifies your experience, date, departure location, start time, planned finish time, price, inclusions and any agreed special arrangements.

Your booking is confirmed when we issue written confirmation and receive the 30% deposit. An acknowledgement of an enquiry alone is not confirmation. We will make these terms available before payment and provide the version accepted with your confirmation.

2. Price and payment

The confirmed price includes VAT where applicable and covers private use for up to eight guests, including children. Fewer guests do not reduce the agreed price. Extras must be agreed and priced before they are supplied.

A deposit of 30% of the total experience price secures the booking. The remaining 70% is payable on the day, before departure, by cash, card or bank transfer. Advance payment is available by prior arrangement. A transfer must have been received before we depart. Please allow time to complete payment.

3. Your experience and timing

Customers choose an available start time. The planned finish is calculated using the booked experience duration: Discovery 4 hours; Signature 6 hours; Sea Safari & Nature 6 hours; Ultimate 8 hours; Champagne Sundowner 5 hours. The Champagne Sundowner must finish no later than 10pm, so its latest five-hour start is 5pm.

We accept one private experience per day. Your confirmation, rather than an illustrative route, records what you booked. Routes, anchorages and wildlife sightings depend on conditions and cannot be guaranteed. Safety adjustments do not remove the remedies described in section 5.

Changes and cancellations

4. If you cancel or request a change

Please email bookings@bigcatboatcharters.com with your booking reference. If departure is imminent, also call Dale on 07398 947719. We will acknowledge receipt. For calculating notice, cancellation takes effect when your message reaches us.

Cancellation caps, measured against the confirmed departure time: 14 days or more before departure, up to 30% of the total price; at least 7 days but less than 14 days, up to 75%; less than 7 days, up to 100%. These are maximum total charges, not additional charges on top of the deposit.

Any charge will be limited to our reasonable net loss directly caused by cancellation, taking account of costs saved and revenue recovered through rebooking. We will take reasonable steps to reduce that loss, explain the calculation on request, and refund any overpayment. The deposit is credited against any charge; it is not automatically forfeited.

The same approach applies to non-attendance or lateness that prevents the experience from proceeding. If you arrive late, we may be unable to extend the confirmed finish. Contact us promptly if delayed.

Date changes are subject to availability and written agreement. We will explain any price difference or reasonable cost before you agree. If we cannot agree a change and you cancel, the cancellation provisions above apply.

5. If we cancel or change the experience

The skipper may delay, change or stop an activity where reasonably necessary for weather, tides, mechanical issues or safety. We will explain the reason and discuss practical alternatives whenever possible.

If we cancel before departure, you may choose a full refund of payments made to us for that experience or an alternative date by agreement. A reschedule will not be imposed instead of a refund.

If we cannot supply a substantial part of the confirmed experience, we will discuss an appropriate refund, price reduction or agreed alternative, taking account of what was supplied and your legal rights. Minor route changes that still deliver the booked experience do not automatically entitle you to a refund.

If an event outside either party's control prevents performance, we will contact you promptly. This clause does not permit us to retain payment for services not supplied where the law requires repayment.

Enjoying your day safely

6. Guests and activities

Please give all guests the relevant safety and booking information. The lead customer is responsible for their own booking obligations; this does not make them automatically liable for every act of another guest.

Children must be accompanied and supervised by a responsible adult. Follow the crew's safety instructions, including directions about lifejackets, moving around the boat and use of equipment. Let us know before booking about access requirements or assistance you may need so we can discuss suitability.

Paddleboarding, snorkelling and swimming are offered only when the skipper considers conditions suitable. Participation is optional and subject to the safety briefing. Tell the crew if you cannot swim or are unsure about taking part.

Please tell us about relevant food allergies or dietary requirements before departure. We will discuss what can be accommodated. We cannot promise an allergen-free environment.

7. Alcohol and conduct

Guests currently bring their own alcohol. We do not sell or supply alcohol as part of the experience. Please bring any alcoholic drinks you wish to enjoy, subject to the skipper's safety instructions.

The skipper may restrict consumption or prohibit an activity where alcohol affects safety. Dangerous, abusive or discriminatory conduct may result in refusal to depart or early termination when reasonably necessary. Any refund or charge will reflect the circumstances and your legal rights, rather than an automatic forfeiture.

8. Care, damage and belongings

We will provide the experience with reasonable care and skill. Please take care of personal belongings and equipment. You are responsible for reasonable loss or damage directly caused by your negligent or deliberate actions, excluding ordinary wear and tear and any loss caused by us.

We do not exclude liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any liability that cannot lawfully be excluded. These terms do not reduce your statutory consumer rights. We are not responsible for losses that are not reasonably foreseeable or for business losses under a private consumer booking.



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Contact and important information

9. Questions and complaints

Please raise a concern with the crew during your experience so we can try to resolve it promptly. You can also email bookings@bigcatboatcharters.com with your booking reference and details. We will investigate and respond without undue delay.

10. Privacy

We use booking information to arrange and administer your experience, process payments, communicate with you and meet applicable obligations. Please see our Privacy Policy for further information. Marketing permission is separate from acceptance of these booking terms. Do not send detailed health information unless needed to discuss a specific requirement.

11. Scope and governing law

These terms cover RaRa private consumer day experiences. Raptor fishing bookings are made directly with its operator and are subject to that operator's terms. Commercial, overnight or bespoke multi-day bookings require separately agreed terms.

English law applies, without depriving consumers of mandatory protections available under applicable law. Nothing in these terms prevents a consumer bringing proceedings in a court available to them by law.

Changes to published terms apply to future bookings. The version accepted for your booking remains applicable unless a change is agreed with you or required by law.