



RiverGlen Marina, 1091 Jervois Road, White Sands, SA 5253
+61 418 849 877 | info@wowhouseboats.com.au | www.wowhouseboats.com.au

GENERAL TERMS AND CONDITIONS

1. INTRODUCTION

- 1.1. Thank you for choosing Wow Houseboats Pty Ltd ACN 648 898 739 (**we/us**) for your Murray River (**River**) houseboat hire experience. Your hire is subject to the Terms and Conditions set out here and as such you agree to be bound by these Terms and Conditions. Additionally, anyone that you invite onboard Wow Factor will be bound by these terms.
- 1.2. The houseboat you are hiring for Wow Factor Unique ID Number 28733 is a high-end houseboat. For us to be able to offer this high-quality experience, we need your cooperation.

2. BEFORE DEPARTURE

- 2.1. You can embark on Wow Factor from 3 pm (ACDT) on the day of departure. Before you set off, we will provide you with a comprehensive tour of Wow Factor including
 - a. safety features;
 - b. operation;
 - c. basic maintenance.
- 2.2. We will test your knowledge as to Wow Factor's operation and if in our absolute discretion we believe that you cannot safely operate Wow Factor, including in an emergency situation we will either:
 - a. Cancel the hire agreement; or
 - b. Convert the hire to a static hire whereby you will not be able to drive Wow Factor.
- 2.3. If we exercise our rights set out in clause 2.2, we are under no obligation to justify our reasons to you. We take our duty of care for you (and other River users) very seriously.
- 2.4. We will complete an inspection and prepare a report with you as to the condition of the Wow Factor. If you see anything broken, dirty or otherwise not to a high standard, you must let us know before you depart as you will be liable for damage that is not noted on the report.

3. SAFELY OPERATING WOW FACTOR

- 3.1. Wow Factor must always have a driver in the downstairs wheelhouse when in operation. The upstairs helm does not have the ability to control thrust. The upstairs helm





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is decommissioned until Wow Factor is booked onto a slip to repair the damage caused from the protected species river rat for the upstairs helm throttle controls from chewing steel cables at river level.

- 3.2. When the upstairs helm is recommissioned no one should be using the upstairs helm if the skipper or driver of the houseboat is steering from downstairs and vice versa.

4. LICENCE

- 4.1. You are required to be twenty-one (21) years old and hold a full car licence. If you hold an international licence, please notify us to verify compliance with the Act.

5. ALCOHOL AND DRUGS

- 5.1. At all times during the hire, the driver must be in a condition that is fit to operate Wow Factor. This includes being under the prescribed alcohol limit of 0.05 and free from all illicit drugs.

6. BOND

- 6.1. We require a bond to hire Wow Factor. The bond amount of \$2,500 shall be utilised for \$1,350 fuel, \$20 gas per day (for a 7-day booking, please allow \$140); the remaining balance shall be for any breakages and/or damages not included in your \$5,000 excess. The bond amount is set out in the bond authorisation form signed separately. You authorise us to deduct from the bond for any reason contained on the authorisation form.
- 6.2. Payment is required either on the day of boarding by cash payment only option or it can be paid by direct deposit 1 week prior to boarding by direct deposit. Details for the Direct Deposit option will be provided to you during email correspondence.
- 6.3. Your security bond account payment is applied to your fuel, ice, and kayak use throughout the rental period, and it is removed from this payment if the boat is returned in excellent working order and condition. Within 10 working days following the day of disembarkation, you will get an invoice detailing your expenses. Your invoice will be either a credit or a debit; if it is a credit, the amount will be reimbursed to you through check or direct deposit (details must be provided on the day of boarding for the direct deposit option). If you have paid more than the security bond and the account is in debit, you must make a payment to this account within 7 days of receiving it.
- 6.4. Single-sex groups or where some or all of the occupants on the boat are under the age of 25 will have a double bond payable.

7. WOW FACTOR AT NIGHT

- 7.1. Under no circumstances can Wow Factor be driven at night. In an emergency situation, please dial Triple Zero (000).





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8. SAFETY EQUIPMENT

- 8.1. We want you to be safe at all times onboard Wow Factor. Therefore, Wow Factor comes equipped with safety equipment. There are 12 adult-size emergency lifejackets, 8 child/junior size emergency lifejackets (15-25 kgs, 25-40 kgs respectively) and one emergency lifebuoy. It is illegal to use these unless it is an emergency. We make no guarantee that the lifejackets onboard are appropriate for your needs and suggest you bring your own to ensure they are appropriate.
- 8.2. If an infant under 15 kgs is on Wow Factor, the parent is responsible for providing an appropriate lifejacket. It is a requirement before setting off that every passenger has an appropriate lifejacket.
- 8.3. The safety equipment is only to be used in an emergency, is not to be removed from Wow Factor and you must notify us if you use it for us to replace or ensure its usability for the next guest.
- 8.4. Improper use of the safety equipment will be charged.
- 8.5. It is illegal to use safety equipment outside of a genuine emergency.
- 8.6. Please review the user manual for all onboard safety equipment before setting off and ask us any questions you may have.

9. ELECTRICAL EQUIPMENT

- 9.1. Due to the risk of fire, we restrict electrical devices that are permitted onboard Wow Factor. If you wish to bring your own electronic items, please provide us with advanced notice to avoid disappointment.

10. MAXIMUM PASSENGERS

- 10.1. No more than twelve (12) passengers may be on Wow Factor at any time. Passengers under one (1) year old are exempt from this requirement. If you exceed more than 12, your booking shall be automatically cancelled and no refund shall be provided.

11. SMOKING

- 11.1. To ensure a high-quality experience for the next guest and protect Wow Factor from the risk of fire, smoking is strictly prohibited onboard.
- 11.2. If Wow Factor smells of smoke upon its return, you will be liable to loss of hire while Wow Factor is cleaned and the cleaning expenses.

12. DAMAGE TO WOW FACTOR

- 12.1. You are liable for any damage caused to Wow Factor during the hire period.
Sign.....
- 12.2. You agree to immediately pay us up to the bond amount and make good any shortfall within 7 days of the damage being sustained to Wow Factor.





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12.3. We hold insurance on Wow Factor with an excess of \$5,000. If the damage to Wow Factor is in excess of \$5,000 you agree to pay this insurance excess or the actual damage if our insurance does not cover our loss, whichever is greater.

Sign.....

12.4. For the avoidance of doubt, the person who enters into this agreement is liable for our loss and if more than one jointly and severally.

13. INDEMNIFICATION

13.1. You are liable for any damage caused to the river and third parties, including for property damage and personal injury. If our insurance indemnifies us, we will cover you to the extent of that indemnification excluding any excesses payable by us which will be paid in full by you.

13.2. In the event that our insurance covers the claim, you will provide us (or our insurer) the ability to defend any claim including but not limited to by use of your name in proceedings.

Sign.....

14. EXPENSES

14.1. You agree to pay:

- a. The hire costs;
- b. The cost of all fuel at the rate it costs us;
- c. Any damage pursuant to the terms of this agreement and pre-authorisation form; and
- d. For cleaning of Wow Factor in the event that excessive cleaning is required. For instance, for the BBQ, an additional fee of \$100 shall be charged.

15. PROHIBITED ITEMS

15.1. The following items are strictly prohibited and are not to be carried onboard Wow Factor under any circumstances:

- a. Chainsaws;
- b. Axes;
- c. Firearms;
- d. Ammunition;
- e. Flammable items;
- f. Fuel outside the approved tanks of Wow Factor (carrying this is illegal); and
- g. Trail bikes.

15.2. We reserve the right to refuse boarding or order the immediate removal of any item.

16. ANIMALS

16.1. Without prior written consent, only assistance animals are permitted onboard Wow Factor.





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- 16.2. Wow Factor is dog friendly and providing you tell us your breed of dog and that it is toilet trained, we will usually approve it. You must bring all your dog supplies.
- 16.3. You will be responsible for any damage done by your animal or any animal you allow onboard.

17. DAMAGE TO YOUR PROPERTY

- 17.1. In the event that you suffer loss or injury, you indemnify us and will not bring any claim against us.

18. CONTACTING US

- 18.1. You must immediately contact us using Wow Houseboats at 0418 849 877 / Wow Houseboats Maintenance and Show Out (Jordy) 0438 391 266 in the following events:
- Wow Factor becomes beached;
 - Wow Factor suffers any damage; or
 - You or a third party suffers loss or injury that may result in a claim against us or our insurer.
- 18.2. Wow Houseboats provides Instruction Manuals for guests to use. With this, we won't entertain any calls in such events like
- Troubleshooting TV and DVDs, including reception
 - Google Chromecast
 - Bluetooth connectivity
 - Mobile Phone Reception
- 18.3. Emergency call-outs are \$250 an hour. Subject to change depending on the occasion, such as public holiday and depending on what time of the day.

19. DISEMBARKING

- 19.1. On your last day, Wow Factor must be returned to Riverglen by 10 am (ACDT). All your belongings and you must be off Wow Factor before this time.
- 19.2. Wow Factor must be returned in a tidy and clean condition as it was at the start of the hire.

20. CONVERSION TO STATIC HIRE

- 20.1. We reserve the right to convert any hire to a static hire for any of the following reasons:
- In our sole opinion, you are not appropriately skilled after instruction to operate the houseboat;
 - Weather conditions are unfavourable;
 - Wow Factor has suffered damage; or
 - Any other reason whatsoever for the safe operation of our service.

21. RIGHT TO CEASE THE HIRE





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21.1. At any time, we may cease hiring Wow Factor to you with our liability limited to the daily hire costs.

22. FOLLOW DIRECTIONS

22.1. You agree to follow any direction from us, river authorities or other authorised persons.

23. GENERAL PROVISION

23.1. The terms are governed by the laws of South Australia.

23.2. Any term that is found to be unenforceable is to be severed from this agreement with the remaining provisions still in full force





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BOOKING POLICY

1. INTRODUCTION

1.1 Thank you for choosing to book with Wow Houseboats Pty Ltd ACN 648 898 739 (we/us) for your Murray River (River) houseboat hire experience. Your booking is bound by these terms and conditions.

1.2 We recommend that you read and agree to the hire Terms and Conditions (Hire Terms) available here. Your hire will be conditional on you signing these Hire Terms. The Hire Terms form part of this agreement.

2. OUR PRODUCTS

2.1 We offer all the products listed on our website. However, we pride ourselves on offering you a tailored experience.

2.2 All products (listed or otherwise) are subject to change without notice.

2.3 All products are subject to availability.

3. COSTS

3.1 Our quoted price includes the per day hire amount only, additional charges apply for:

- a. Fuel;
- b. Gas;
- c. Activities;
- d. Damage to our or other parties property;
- e. Excess cleaning to Wow Factor; and
- f. Payment of our bond.

4. DEPOSIT

4.1 A quarter (25%) of the total hire cost must be paid within 3 days to confirm your tentative booking held for you, failing to make this payment may result in Wow Factor being booked to another party.

4.2 One half (50%) of the total hire cost must be paid within 3 days to confirm your tentative booking held for you, failing to make this payment may result in Wow Factor being booked to another party.

- a. Any public and School Holidays.

5. PAYMENT

5.1 Full payment must be made at least 8 weeks before the commencement of your hire. If you book less than 8 weeks before the commencement of your hire then full payment must be made within 5 business days of making your booking or before the commencement of your





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hire whichever is earlier.

6. CANCELLATIONS

6.1 Up to 8 weeks before the commencement date of your hire, we offer a full refund less a \$100 cancellation fee.

6.2 Less than 8 weeks before the commencement date of your hire, we only offer a refund if:

- a. You pay a \$100 cancellation fee;
- b. We are successful in hiring the houseboat for the full duration of your original hire; and
- c. The hire is for equal or higher cost than your original booking.

6.3 We will undertake our best efforts to rehire the houseboat for at least your original hire cost and duration. In the event that we are only able to hire the houseboat for a partial amount of your hire period or amount, we will:

- a. Provide you with 24 hours to object to us doing so. If you object, you must immediately make full payment for the hire cost;
- b. Hire our houseboat for the reduced amount; and
- c. Payout to you a partial refund based on what we are able to recover for your original hire period less the \$100 cancellation fee.

7. COVID-19 CANCELLATION

7.1 If you are unable to travel, are required to isolate or otherwise are unable to utilise your booking due to COVID-19, on the production of evidence, which we may at our full discretion request, we will issue you a credit note for the dollar value paid by you to book. The note is valid for 24 months and can be used to book with Wow Houseboats providing you cover the difference in booking costs.

8. GENERAL PROVISION

8.1 The terms are governed by the laws of South Australia.

8.2 Any term that is found to be unenforceable is to be severed from this agreement with the remaining provisions still in full force

AGREEMENT

I agree to these terms and conditions in full as evidenced by my signature below.

Signed

Date:





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Wow Factor Hire/Drive Houseboat Show Out Instructions & Briefing (How to operate the houseboat safely and responsibly)

Driving the houseboat

- Due to the size of Wow Factor, if it is driven at the not recommended RPM it has the potential to use 40-litres of unleaded fuel per hour.
- Providing the boat is driven at the recommended RPM, Todd and Kate have achieved fuel burn less than 20 litres per hour.
- Wow Factor has been refuelled with 600-litre unleaded fuel prior to your arrival.
- The maximum permitted engine hours before refilling is 15 hours to reduce the risk of running out of fuel.
- Wow Factor's fuel gauge is inoperable.
- Guests must log their engine hours throughout their hire to ensure sufficient fuel.
- Wow Factor records engine hours if both the keys are not completely in the off position. Guests must ensure the keys are fully in the off position. This is visible, by the two digital speedometers for RPM being turned off.
- For information:
 - Fuel is available at Mannum Waters, approximately 10 hours upstream from Riverglen Marina.
 - Fuel is available at Long Island Marina, approximately 1 hour upstream from Riverglen Marina.
- Running out of fuel in the middle of the river will likely result in an accident when the wind or current moves the houseboat into other boats, bridges, cliffs or jetties/pontoons etc. This will put you at significant risk of losing your bond and your \$5,000 in excess.
- We suggest you plan your trip to not need to refuel. But if need be, we need to confirm beforehand where you will be fueling up and how you will be fueling up so we can ensure you are appropriately skilled in the relevant safety precautions.
- We suggest not operating Wow Factor when the visibility is low, it is raining, foggy, misty, there is smoke haze or glare. If you do operate Wow Factor in these conditions, you must drive slowly.
- It is an offence to drive any houseboat under the influence of alcohol (.05) and/or illicit drugs.
- It is an offence to drive the vessel between sunset and sunrise.
- It is an offence to operate the vessel downstream of Wellington Ferry.





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- Driving Wow Factor being a double-story houseboat during windy conditions is risky. If the wind is over 30 km/hour, you will be at significant risk of accident and losing your bond.
- All guests are encouraged to stay at the show out location at Riverglen if the conditions are windy.
- The upstairs steering is not to be used.
- Do not store fuel on the houseboat.
- Always keep a proper lookout and be aware of your location.
- You can view the river markers every 2 km showing you the distance and location of where you are on the river. Riverglen Marina is a 102 km mark from the river mouth. Mannum for instance is approximately 150 km from the river mouth or 48km from Riverglen Marina
- The motors must be off whenever swimmers are in the water.

Mooring the houseboat

- Please check here for our [list of recommended mooring locations](#) of public parklands and reserves.
- No mooring against jetties, piers and cliffs. Under no circumstances is the boat to be moored against any private or public jetty/pontoon, boardwalk or pier doing so, is likely to result in damage to Wow Factor and the pier putting your bond at significant risk.
- Pump out stations will be required on longer bookings and guests are to follow the procedure on the boat and at the pump out station. Due to the significant risk of damage and loss of bond, if the sewage overflows from the toilets through Wow Factor, we recommend pumping out every three days.
- If guests bring a ski boat or jet ski, they must secure these watercraft(s) to the side of the vessel, instructions will be provided during the show out process.
- Be aware of gum tree branches doing damage to the top storey of the houseboat. Even if the branches are not hitting the houseboat, the wind may change causing the boat to be blown into the branch(es).
- Caution must be used when using the gangplank. The river is unpredictable and misuse is likely to cause the front glass sliding door to break causing significant expense. You must use Be aware of gangplank being pushed back onto the boat and breaking the front window. The wind or wakeboard boats can push the boat into the river bank and gangplank through the front glass door. The repair cost approximately \$600+GST.
- The vessel should be firmly roped (both sides and fore & aft) to the bank during such times. All four ropes should be firmly tied to suitable trees/posts.





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- During the show out we explain how the houseboat should remain floating in the river and not tied firmly against the riverbank to avoid one or both pontoons being beached against the river bank. Being a 50-55 tonne vessel the two outboard motors will not be powerful enough to reverse the boat and pontoons that are beached against the riverbank.
- A ski boat rescue will be required at a significant cost to the hirer (\$250+GST)
- The risk is higher of beaching the pontoons when the houseboat is moored when the wind is strong. This increases the level of the river so in the morning when the wind has decreased the river pool level drops that breach the pontoons.

While on the houseboat

- You must not venture out of the permitted areas on the houseboat.
- No one should have any part of their body outside the railings whilst the vessel is underway. Children must be supervised at all times whilst on Wow Factor.
- Do not jump into the river from the top deck.
- No one must be on the swim deck whilst the boat is in motion.
- Do not climb over the balcony through the windows to reach upstairs.
- This is a smoke-free vessel. Do not smoke at any time on the vessel, including outdoor areas.
- Do not use the vacuum cleaner in any wet areas of Wow Factor (including, around the spa). Please use the leaf blower to clean these areas.
- There aren't any fly screens upstairs as the windows are only to be open 50mm due to safety reasons.
- When the deed is done (using the toilet), half-flush on the left, full-flush on the right. DO NOT flush anything except for toilet paper and human waste. Please use the bins provided to dispose of feminine products, paper towels, tissues, wipes, etc.
- Do not leave rubbish along the river bank. Please check our document - [River Waste Disposal Stations](#) - where you specifically can dispose of your rubbish and bottles/cans.

Refuelling the houseboat

- If you are planning a longer trip and you need to be trained on how to fill the houseboat with unleaded fuel you need to let us know so you can be trained safely on how to refuel the houseboat
- Portside is unleaded tank and the starboard side is the diesel tank. There is a plastic pipe in the outside port side cabinet that is designed to fit onto the fuel tank inlet that must be used to refill the houseboat. This pipe builds up head pressure and the





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houseboat cannot be refuelled without this pipe being fitted. We need to know if you are refuelling at Mannum Waters or Long Island and on what days and how much fuel you are expecting to purchase so we can let the marina know to have the required fuel ready.

- Putting the wrong fuel in the tank will do significant damage to Wow Factor and cause you to lose your bond and excess.
- With respect to Mannum Waters, we need to provide instructions on how to secure the houseboat to the fuel station/pontoon similar to the pump out procedure plus use the pumps and pay for the fuel.
- For longer trips, we can arrange for unleaded fuel and diesel to be delivered to Swan Reach on a Friday on availability and notice. Time the fuel truck will deliver fuel next to the pump-out station. This option needs to be planned in advance.

Safety

- Candles, incense, or mosquito coils must never be burnt on the boat as they are a severe fire risk. Naked flames or fire are strictly forbidden on the houseboat.
- Fire extinguishers are provided for emergencies only. If they are used other than in emergency there will be a refill charge of \$100 each.
- The portable fire pit on the front pontoon is only to be used onshore. The firepit is never to be used on Wow Factor and doing so will cause you to lose your bond and excess.
- Lifebuoys and emergency lifejackets are provided for emergency situations only. Using them for non-emergencies is illegal.
- **Beware of the Fruit Fly!** If you're planning a trip to the Riverland, check the list of fruit and vegetables on the fruit fly website to find out what you can pack. Avoid a fine – pack thoughtfully. [Check more information here.](#)

Returning the boat

- Please return the boat in a clean and tidy condition, otherwise, an excess cleaning charge will be incurred.
- You are responsible for the BBQ being clean on return. We charge \$100+GST for professional cleaning if this is not done.
- All damage or loss of equipment must be reported.
- We reserve our right to charge you for any loss or damage.





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⚠ IMPORTANT ⚠

How you are likely to lose your bond and the \$5000 insurance excess

- Mooring the houseboat against any public or private pier, pontoon, boardwalk or jetty as the handrail and bump strips will be damaged. You are also likely to damage others property in the mooring against these.
- Running out of fuel.
- Houseboat rescue of pulling the boat from the riverbank when the river level drops and not following the mooring show out instructions.
- Using incorrect mooring methods (securing the vessel correctly as taught in the show out).
- Failing to keep Wow Factor floated.
- The bump strips being damaged by not mooring a ski boat or jet ski against the boat correctly.
- Mooring the houseboat from the upstairs helm.
- Driving at night or downstream from the Wellington Ferry. We reserve our right to track Wow Factor 24 hours, 7 days per week.
- Smoking on the vessel and repair from smoke and butt damage.
- Returning the vessel late.
- Not pumping out for longer hire/drive bookings and overflow of greywater/sewage (we never want this to happen).
- Driving the boat into gum trees when mooring or having the boat blow into trees once moored when the wind shifts direction.



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CHECKLIST

Date and Time:

Hirer:

Hirer briefed by: _____

General Arrangement

- Ropes, gates and gear must be secured whilst underway
- Children must be supervised at all times
- No-one to have any part of the body over the front, side or rear whilst underway
- Deck hatches to remain secure and closed
- No persons to be on the swim platform or beyond the stern railings while engines running
- Location of, wearing and fitting life jackets / PFDs
- Handling of waste, including sewage and greywater
- Communication between the vessel and base
- Appliances

Controls and Safety

- Alcohol consumption/licensing

- Startup/shut down/alarms and gauges
- Gas bottles/shore power/batteries/generator/inverter
- Bluetooth/Wi-Fi/Cel-Wi-Fi/Google Chromecast/TV & DVDs
- Lights
- Fire extinguishers
- First aid kit
- Emergency Procedures
- Reporting incidents/accidents

Navigation

- Charts/maneuvering/passing referring to the River Murray Pilot map and river instructions
- Swimmers in the water/lookout keeping
- Bridges & locks
- Mooring/berthing/use of gangplank/(anchor)





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ACKNOWLEDGEMENT

You have been instructed on how to moor and reverse and secure the houseboat.

- Instructions included how to moor and secure the vessel during any weather condition with current or wind
 - How to move the rear of the boat forward or reverse to assist/secure the boat or remove the pontoon(s) from being beached

Your instruction included the houseboat being 50-55 tonne, must remain floating at all times.

You have been informed if the houseboat is moored during windy conditions.

- The following morning, the water level will drop if the wind has decreased overnight. This will cause the front pontoons of the houseboat to be beached on the riverbank if the houseboat was not floating when moored and the pontoons were against the river bank.
- The outboards will not be able to pull the houseboat from the river bank and an emergency call-out will be required where a ski boat is required to pull the houseboat from the river bank at 90 degrees.

Instructions included about the gangplank and how this will be in constant movement when the boat is floating.

- How the wind, wake boats and the angle of the gangplank affect how the gangplank is in constant motion and this needs to be considered from a safety point of view existing or entering the vessel.
- How the gangplank can fall into the water and how to prevent this from being damaged when this occurs.
- How the gangplank may not be on an even river bank so walking across the gangplank on these occasions requires care and consideration.

Under no circumstances is the houseboat to be moored or reversed from the river bank from the upstairs helm.

- The upstairs helm is not to be used whilst the throttle controls are not in operation and require repairing when the houseboat is next on the slip as the water rats eat through the cables.





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Please be advised that the fuel gauge do not work.

By my signature, I acknowledge that I

- have supplied a copy of my current and valid full car or boat Australian or International Driver's Licence.
- do NOT have any physical/mental disability likely to impair my ability to operate the houseboat
- have been instructed where the River Murray Pilot is stored and how to use it
- have read and understood the Emergency Procedures and safety equipment such as
 - Fire blankets and fire extinguishers
 - Emergency life jackets and floating lifebuoy
- have received adequate training and induction and am competent to assume responsibility for the vessel and passengers
- have been instructed for guidance and suggested reserves of where to moor the vessel and the rules of the river
- have been instructed properly on how to moor/drive the vessel safely

Hirer's Name: _____

Signature: _____

Date: _____





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CREDIT CARD AUTHORISATION FORM

Credit Card Information				
Card Type:	• MasterCard	• VISA	• AMEX	• Others, please specify _____
Cardholder Name (as shown on card):				
Card Number:				
Expiry Date (mm/yy):				

I, _____, authorise WOW Houseboats to hold the sum of _____ Thousand Dollars (\$,) and charge my same credit card up to this amount for:

- All fuel consumed during the hire period at the rate of replenishment costs WOW Houseboats exceeding the amount that I have prepaid to WOW Houseboats;
- All damage caused to the houseboat by me or others during the hire period up to the sum of Five Thousand Dollars; and
- All tours, kayak hire and other that I incur during my hire of the houseboat.

I acknowledge that this amount is in addition to the cost of hire and any other bonds that may be required. I understand and acknowledge that the amount of \$5,000 may not be released from my credit for a period of 14 days after the date my hire concludes. Further, I provide my consent for my card to be charged after my hire ends for a period of 14 days.

I expressly consent to this document, copy of the houseboat hire agreement and a copy of my identification document(s) being forwarded to WOW Houseboats payment processing provider for them to deal with as they see fit, including but not limited to, providing them to my credit card issuer to defend a chargeback.

I have read and agree in full to the terms set out above as evidenced by my signature.

Cardholder Signature

Date

