



ChainOfLakesBoatRentalAndTours.com

## Reservation and Deposit Form

# Chain of Lakes Boat Rental and Tours

847.312.8197 cell and text

[ChainOfLakesBoatRentalAndTours.com](http://ChainOfLakesBoatRentalAndTours.com)

### Reservation Deposit

All boat tours require a deposit of \$100 at time of reservation (*payable with credit card or PayPal*) Reservations are "first come, first served" and are not secure until deposit payment and signed paperwork are received. Secured reservations will receive a confirmation e-mail. Once booked, reservation deposits are non-refundable within 14 days of your scheduled activity unless the Captain cancels due to local weather conditions. An additional \$50 security deposit is required when bringing pets onboard. There will be a loss of the security deposit should your pet urinate, defecate or vomit on the boat.

### Cancellation Policy

You may cancel up to 14 days prior to your activity taking place and receive a full refund (unless the amount is subject to a service charge). If you cancel within 14 days of your scheduled activity you forfeit the \$100 deposit.

### Cancellation Due To Bad Weather

If the Captain cancels your activity due to bad weather conditions, you will be issued a "raincheck" for the balance of unused hours.

### Definition of Bad Weather

Weather is defined by the Captain. Although neither the Captain nor the weatherman seems to be able to predict the weather, an honest attempt is made to determine conditions. A cloudy day is not bad weather. There are days when rain will occur for an hour or two, blow over, and then the sun comes out. In these cases, activity hours may be adjusted. A full day is defined as seven hours from 10 a.m. to 5 p.m. A half day is three and a half hours.

### Bad Weather Safety Policy

In the event of a rainstorm, the Captain will deliver passengers to a waterside restaurant during the inclement weather. In the event of thunder or lightning, all passengers and crew must exit the boat and seek shelter at the nearest venue, per Captain's determination.

**Each form must be signed and returned.**

Fax to 312.267.0514 or scan and email to [LChapel@DLS.net](mailto:LChapel@DLS.net).

**NO RESERVATION IS SECURED UNTIL DEPOSIT MONEY IS RECEIVED.**

Please make payment by credit card or PayPal online at [ChainOfLakesBoatRentalAndTours.com](http://ChainOfLakesBoatRentalAndTours.com).

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## **Bad Weather Activity Interruption**

The Captain is flexible in understanding that you deserve the hours you pay for. The trip can be adjusted earlier or later to “make up” the lost time. If vessel-worthy weather is available to compensate for a rain delay, but the customer opts not to extend the tour, fees are not refundable. In the event that the Captain determines that the hours lost cannot be adjusted to extend the outing post storm, a “raincheck” will be issued for the balance of unused hours. Dates/hours for redemption of “rainchecks” are subject to availability.

## **Boat Sickness and Other Urgent Situations**

In the event of “sea sickness” on the boat or other urgent situations in which a passenger may need to return to shore, the Captain will make every reasonable attempt to return to dock. In some situations, the Captain’s more viable option will be to find a different disembarkation point where the affected passenger(s) may arrange for alternative transportation. Fees are nonrefundable in the event of passenger-aborted or passenger-cancelled activities.

## **Alternate Pickup/Drop-off Site**

Often times we are asked to pick up our passengers at an alternate location rather than our slip address. We are happy to do that but, want to note that the start and end time of the tour begins from our slip. The cost of gas for the tour also starts at our slip.

## **Late Arrival**

Boat departure time is set at booking. There is no “make up” time for late arrivals. Boat tours begin at the set time whether the boat leaves the dock or remains there to await tardy guests.

## **GoPro Recording**

We cannot guarantee that all guests will receive a GoPro recording of the entire day’s festivities. This is a courtesy we make our best effort to provide.

## **Gratuity**

We strive to provide you with a 5-star customer service experience. Gratuity for your captain and crew member is not included in your rate, but always highly appreciated.

## **Reservation Request**

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The final balance of payment for your tour will be due by credit card three days prior to event

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date reserved: \_\_\_\_/\_\_\_\_/\_\_\_\_ Hours reserved: from \_\_\_\_\_ a.m./p.m. to \_\_\_\_\_ a.m./p.m.

\_\_\_\_\_ Chain o'Lakes half day (3.5 hours) rate: \$350

Non-refundable deposit: \$100 DUE AT TIME OF RESERVATION *(payable with credit card or PayPal)*

\_\_\_\_\_ Additional Pet Security Deposit: \$50

Payment form (circle one):

**CREDIT CARD**



I acknowledge that I have read and agree to the above deposit and cancellation terms policy:

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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