



FAQ – Frequently Asked Questions

General

WHAT ARE YOUR CONTACT DETAILS?

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Instagram: [@charmcharter](https://www.instagram.com/charmcharter)

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HOW DO I FIND CHARM CHARTER?

Our home ports are in Nybroviken on Strandvägen. M/S Blue Charm (which is also our office) is located at Kajplats 17 and M/Y Charm is located at Kajplats 19. The nearest public transport stations are Styrmansgatan - approx. 3 min walk, Nybroplan - approx. 3 min walk, Kungsträdgården - approx. 8 min walk, and Östermalmstorg - approx. 10 min walk.

WHAT BOATS BELONG TO CHARM CHARTER AND HOW DO THEY DIFFER?

Charm Charter has two boats that are adapted for different types of events.

M/S BLUE CHARM

Has a maximum capacity of 120 guests. In the large, newly renovated lounge, all guests can sit together, there is also space for mingling and/or a dance floor, a modern sound and light system, and a fully equipped bar with full rights. The lovely sun deck of 110m² has an unbeatable view, a simpler bar, a modern sound system, plenty of space for mingling, and some sofa groups for relaxing. This boat is perfect for corporate events, weddings, and anniversary parties, as well as a conference venue.

M/Y CHARM

Has a maximum capacity of 24 dining guests and up to 46 for mingle parties or transport. The newly renovated 40m² sun deck has large mingle areas with a good sound system, sofa groups for relaxation, and a small dining table. The chefs prepare all food on board our boats, and the bar has full rights. M/Y Charm is perfect for smaller parties, business lunches, and dinner cruises. It is also possible to swim from this boat.

IS IT POSSIBLE TO COME AND VIEW THE BOATS?

You are more than welcome to come to view the boats, they are located in the middle of Strandvägen, contact us to book a viewing.



WHERE DO THE BOATS GO?

We have some favourite places in town, Mälaren and in the archipelago that we usually go to. We always adapt our routes according to traffic, weather and wind conditions, as well as the time frame of the booking. If you have your own wishes, it is possible to customise your own route, even with alternative pick-up and drop-off locations, with recommendations from our captain. Contact us with your wishes and we will help you.

IS IT POSSIBLE TO MAKE A PRELIMINARY BOOKING?

If you are still unsure about the full details of your event, it is possible to make a preliminary booking with us. A preliminary booking is free of charge. Should we receive another booking request for the same date and boat, we will contact you to give you the chance to book, change or cancel your event. Please note that no booking is valid without booking confirmation. Contact us, so we can assist you with this.

WHAT IS INCLUDED IN THE BOAT RENTAL AND WHAT ARE THE CONDITIONS OF PAYMENT?

The charter is always charged from and to our home port on Strandvägen in Stockholm. We charge per commenced half hour, and at least 4 hours (exception for lunch cruises Monday - Friday). Payment of the entire vessel hire must be made no later than 14 days after confirmation has been received if other conditions are not specified on the invoice. The boat rental includes: Exclusive access to the boat with first-class service from its own crew, personal advice and event planning by our knowledgeable staff, assistance when booking entertainment and activities, insurance for all guests, fuel and lock fees in Stockholm, tables and chairs for normal furnishings, table setting with linen & cut flowers. The ship hire does not include port fees and electricity in ports other than the home port.

IS THERE A MINIMUM CHARGE?

Our minimum charge for the rental of both our boats is 4 hours (does not apply to lunch cruises Monday - Friday before 14:00). In addition to this, there may be minimum charges during the high season, contact us for information about what applies to your event.

WHAT ARE YOUR CANCELLATION POLICIES?

Cancellation can be made free of charge up to 90 days before the charter date.

Cancellation between 61 and 89 days before the charter date will be charged 50% of the boat rental.

Cancellation between 0 and 60 days before the charter date will be charged 100% of the boat rental.

In case of cancellation later than 7 days before the charter date, in addition to the full boat rental, 50% of the food cost will be charged. No charge will be made for pre-ordered beverages.

WHAT ARE THE VAT RATES AND HOW ARE THEY CHARGED?

Boat rental: 6%, Food and non-alcoholic beverages: 12%, Alcohol: 25%, Services: 25%, Rented materials: 25%.

Our regular menus and prices are written excluding VAT. The VAT is added to the invoice. Feel free to contact us for the same menus and prices with VAT included, or if you have any specific questions.



WHEN DO WE NEED TO ANNOUNCE THE NUMBER OF GUESTS?

The number of guests must be notified no later than 14 days before the charter date. Amendments to the number of covers can be made no later than 7 days before the charter date.

CAN EVERYBODY DINE TOGETHER?

On board M/S Blue Charm all 120 guests can dine together in the same room. On board M/Y Charm up to 24 guests can dine together.

Food & drink

WHEN DO WE NEED TO ORDER OUR FOOD AND DRINKS?

In order for us to be able to prepare and ensure the best possible experience for you, it is important that food and beverage orders are received by us no later than 14 days before the charter date. Amendments to the number of covers must be made no later than 7 days before the charter date. 14 days' notice also applies to special dietary requirements and allergies.

WHAT FOOD IS SERVED ON BOARD?

Our chefs cook all food on board and can offer mingle food, buffets, and A la Carté, as well as simpler snacks and canapés. You choose what suits your event. The food orders are made for the whole party, and everybody eats the same dishes. We have a large selection of meat, fish and vegetarian options. All menus are available on our website. We also offer a selection of foods for the late-night cravings. Contact us if you have any questions.

DOES EVERYONE EAT THE SAME MENU FROM THE A LA CARTÉ MENU?

Food orders are made for the whole party and everyone eats the same dishes. Exceptions can be made for allergies and other dietary requirements.

HOW DOES IT WORK WITH ALLERGIES AND DIETARY REQUIREMENTS?

We can adapt our regular menu to allergies. However, we can never guarantee that traces of allergens will not be present. Special orders must be made no later than 14 days before the charter date.

CAN WE BRING OUR OWN FOOD ON BOARD?

It is not allowed to bring your own food on board. Exceptions can be made in some cases, but then only by agreement and according to the current service fee. Contact us if you have specific questions.

CAN WE BRING OUR OWN DRINKS ON BOARD?

Our bar have full rights and it is never allowed to bring your own drinks on board.



WHAT DRINKS ARE SERVED ON BOARD?

We have full rights on board. We work with many different suppliers and offer a wide range of wine, beer/cider and non-alcoholic options, as well as fair trade coffee and tea. Our drinks are of high quality and our wine list has something for everyone. We have a large selection of spirits, mixers, as well as classic and our own cocktails. Our wine list contain a selection of the wines we offer. We are happy to help customize pairings based on your wishes. When booking an event, our wines are charged per opened bottle. We calculate seven glasses per bottle for sparkling and five glasses per bottle for other wine. Dessert wine is served as standard of 8 cl per glass. A few selected wines can be ordered by the glass at the bar. For the best possible taste experience, drink recommendations are available on our A la Carte menu.

WHAT NON-ALCOHOLIC OPTIONS ARE OFFERED ON BOARD?

We have a large assortment of non-alcoholic beverages on board. In addition to a standard range of soft drinks and mineral water, we offer non-alcoholic wine (white, red and sparkling) as well as non-alcoholic beer and cider. Of course, we also offer fair trade coffee and tea.

WHAT IS INCLUDED IN YOUR RECOMMENDED BEVERAGE PACKAGES?

We offer beverage packages in three different levels:

Our small beverage package includes, per person, a glass of Cava on arrival and two glasses of wine for dinner, as well as coffee/tea. Our medium beverage package includes, per person, a glass of Cava on arrival with a refill during the mingle, three glasses of wine for dinner, as well as 4 cl digestif and coffee/tea. Our large beverage package includes, per person, a glass of Champagne on arrival with a refill during the mingle, three glasses of wine, as well as 4 cl digestif and coffee/tea.

WHAT IF SOMEBODY DOES NOT WANT WINE IN THEIR BEVERAGE PACKAGE?

It is possible to exchange the wine for beer/cider or non-alcoholic alternatives.

Other

WE HAVE A THEME FOR OUR EVENT, CAN WE DECORATE THE BOAT BASED ON THAT?

It is possible to decorate the boats as you wish, this you can do on your own or with our help. Earlier access to the boat is possible by agreement.

DO YOU DO GUIDED TOURS?

It is possible for you to book a guide. We work with certified guides in Stockholm, but if you prefer to arrange and bring your own guide you are welcome to do so. Please keep in mind that this person is counted when boarding and that the boats' maximum capacity cannot be exceeded when we leave the dock.



WHAT ENTERTAINMENT DO YOU OFFER ON BOARD?

We are happy to help book entertainment such as DJ, live band, troubadour and more, if you want to book your own entertainment and bring them along you are more than welcome to. Please keep in mind that any entertainers are counted when boarding and that the boats' maximum capacity cannot be exceeded when we leave the dock.

CAN WE PLAY OUR OWN MUSIC/MEDIA ON BOARD?

We have good sound systems on our boats, and you are welcome to play music from your own device, talk to the staff when you arrive so they can assist you! There is also a large TV with HDMI cable.

IS THERE A MICROPHONE ON BOARD?

There is microphone on board, let us know beforehand so we can prepare the technology for you.

ARE THE BOATS WHEEL CHAIR ACCESSIBLE?

Our boats are not wheel chair accessible, contact us to find out what opportunities there are for you and how we can help.

WHAT ACTIVITIES AND ADDITIONAL SERVICES DO YOU OFFER?

We collaborate with many companies around the archipelago and can offer activities in great variety, ranging from adrenaline rushes and water sports and to music quizzes and other games on board. We also work with florists and furniture rental companies for special decoration or furnishing of the boat. Contact us and we will tell you more about what we can offer your event.

A WARM WELCOME ON BOARD!