



## **BOOKING TERMS & CONDITIONS**

### **Hire Charges**

Crusader Community Boating offers boat trips for recognised organisations supporting disabled and disadvantaged people, and care home residents at a discount of 50%. For groups based outside of Northamptonshire that would otherwise qualify as above are charged at 30% of the applicable basic hire rate. Small local disability groups operating on a not-for-profit basis may qualify for 70% discount.

For individual bookings for a disabled person with one or two carers, a charge of £10 per person is applicable. Available dates will be specified.

For all other groups, bookings are classed as Private Charter Trips and are chargeable at the full rate published on our website.

### **Booking Process**

Booking requests must be made using our website only. No booking requests can be accepted by telephone, text, email or any other means. Submitting your request will generate an automated email acknowledging receipt of your request. This is NOT confirmation of a firm booking.

Following your request, we will email you (please allow up to 5 working days) with payment details. Payment in full is required within 14 days of the date of your offer to secure your cruise.

Following receipt of the due payment in full, we will confirm your booking by email which will include full joining instructions. Please read these carefully and ensure your drivers are handed the appropriate information.

### **Refunds**

If you cancel your cruise at least 4 weeks prior to the date of the cruise, you will be entitled to a full refund. If you cancel less than 4 weeks prior to the date of your cruise, your payment may be forfeited, unless we are able to secure a similar booking for that date at the same rate. If Crusader Community Boating has to cancel your trip for operational reasons, a full refund of your booking fee will be made. We cannot accept liability for any other costs cancellations may incur.

All cancellations must be sent via email to [enquiries@crusadercommunityboating.org.uk](mailto:enquiries@crusadercommunityboating.org.uk) quoting the Booking Reference Number on your Booking Offer email.

### **General Information**

Crusader Community Boating:

Complies with all relevant legislation, statutory instruments and guidance in force at the time of hire applicable to passenger carrying vessels operating on UK inland waterways.

Provides: trained crew at legal manning levels or above to operate their boats when on hire. The Master in charge of the boat will hold a current Boat Master Licence. Crew training includes boat management; emergency first aid; use of on-board firefighting equipment;

emergency evacuation and person overboard procedures. Periodic rescue exercises take place with the local Emergency Services.

Equip their boat with adequate lifesaving aids, e.g. life belts, firefighting equipment, first aid kits and defibrillator with associated accident report book to legal requirements. The boats have current and legal Certification by the appropriate authorities authorising the carriage of passengers.

Have a written Safety Management Code and a Search & Rescue Plan (lodged with local emergency services) covering the designated river and canal routes. Both documents are available for inspection on the boat but, by law, cannot be removed from the boat. We have insurance to cover crew and public liability.

At the beginning of a trip the Boat Master or deputy will deliver a verbal announcement in English to all passengers, outlining basic boat evacuation procedures and potential safety hazards (both inboard and outboard), that may be encountered on route. This announcement is supplemented by prominent notices in English displayed on the boat. Carers in particular are advised to read these notices. Groups must provide their own interpreters where needed.

The Boat Master or deputy will take a record of actual passenger and crew numbers, destination and departure time of the boat at the commencement of the trip.

The Boat Master has the right to refuse excess numbers or intoxicated passengers or any person deemed unfit to travel.

Each boat is equipped with:

- Disabled toilet facility and wheelchair access – see Appendix.
- Hot and cold running water available on tap
- Galley (kitchen) facilities – No cooking allowed.
- Central heating

#### **IMPORTANT – Do Not Attempt Resuscitation (DNAR) Policy Issues**

Crusader Community Boating occasionally carries passengers known to be in the advanced stages of terminal illness. Such persons may experience sudden cardiac arrest. Crusader Community Boating has a duty to attempt the resuscitation of a person at all times. Where the relevant, current and correct written advance directive to the contrary is provided by the person concerned, duly countersigned by a notary public official, Crusader Community Boating will respect their wishes. This may create issues with organisers of events, client groups and other agencies. The position of Crusader Community Boating is clearly stated to the organisers of trips or events, involving the use of their boat and this must be taken into consideration by the organisers prior to the commencement of any trip so as to avoid any misunderstanding should the need arise.

## **Responsibilities of the Hirer**

The hiring group is responsible for ensuring that they have an adequate Risk Assessment in respect of their own activity. Crusader Community Boating has deposited its Risk Assessments, associated Safety Management System and Search & Rescue Plan with the Maritime and Coastguard Agency. The issue of a Passenger Certificate and endorsements is conditional upon all Risk Assessments (including implementation of the Means of Access Regulations), general and emergency procedures and crew qualification/training, and the aforementioned documents being in place and audited. The Local Emergency Services also have copies of our Search & Rescue Plans. Crusader Community Boating has a current Passenger Certificate and are audited yearly by appropriate authorities.

All crew have competence audits annually. Reference should be made to the Boat Master or Chair of the Trustees if there are any concerns about the adequacy of risk management or identification of new risks or hazards.

Crusader Community Boating requires that all hire groups have a group leader and an adequate number of supervisory staff to cope effectively with an emergency and cater for the safety and welfare needs of all group members in their charge throughout the trip. Suitability and qualification for role and allocation of staff is the sole responsibility of the group's administrators and/or leaders. The Boat Master reserves the right to refuse passage to any group where he/she considers the number of supervisors to be inadequate. The group leader must hold an up-to-date list of all group members and identify any special needs (if not obvious) which need to be catered for during the trip. A copy of the list should also be lodged with their own onshore administrator of the group as good practice. Passenger numbers must not exceed the numbers stated on the vessel's Passenger Certificate, and are further limited by the management of Crusader Community Boating for passenger comfort and safety.

Domestic gas and/or electrical appliances are available for passengers' benefit whilst on board. Only trip supervisors and crew may use these facilities. Help and advice is available if required.

Any emergency or incident involving a passenger must be brought to the attention of the Boat Master or crew, especially where medical help may be needed. At any given time, the boat can be up to ½ hour from the nearest road access or safe access point. It is therefore important that group supervisors co-ordinate with crew to ensure that liaison with emergency services takes place with minimum delay.

In an emergency, the group supervisors have an important role – having specialist knowledge of their charges, and their needs. This expertise will be called upon to help passengers remain calm and ensure an orderly evacuation where necessary.

## **Alcohol/Drugs**

Where alcohol is brought on board, under no circumstances must it be consumed by or be in the possession of any person under the age of 18 years. Persons who are suspected of being under the influence of alcohol or non-prescription drugs will be denied access to the boat. Only prescribed drugs are allowed on board, either in possession of or held on behalf of passengers. Passengers are not permitted to drink excess alcohol on board or arrive for the trip under the influence of alcohol.

## **Passenger Behaviour**

Group supervisors are responsible for the close supervision and management of their charges. Group organisers on all trips are responsible for the conduct of their group. It is important that peer pressure be brought upon any group member in the event of anti-social behaviour; failure of which may result in a trip being aborted.

Any anti-social behaviour by passengers whether due to alcohol, drugs or not will result in access to the boat being denied or cancellation/termination of the trip.

We have a zero tolerance policy against any form of threat or violence to any of our crew whether it is perceived or actual.

## **Waste Management**

Clinical or sanitary waste, such as incontinence pads, wipes and sanitary pads, must be removed from the boat for disposal by the group. **BRING YOUR OWN WASTE BAGS** as Crusader Community Boating has no facilities for such disposal. Damage has been caused to toilets by disposal of pads, wipes and bulky items and groups found to be responsible for such damage will be required to pay for repair/replacement. All domestic waste generated during the trip **MUST** be packed and removed from the boat by the group after each trip. On no account must rubbish be thrown into the river or canal.

## **General**

Passengers must remain in designated areas of the boat at all times and not intrude into crew working areas, which are clearly marked. Passengers must ensure that all parts of their body remain within the confines of the guard rails on the boat at all times. This is particularly important when passing through locks, under bridges, near overhanging vegetation or during boat manoeuvres.

Under no circumstances are passengers allowed to handle or operate boat equipment, e.g. controls, folding tables, ropes, windlasses, lifts, or machinery.

Whilst embarking, disembarking or travelling on board, passengers are required to co-operate with all instructions issued by crew members for their own safety.

A **NO SMOKING** policy is in place throughout the boat. This includes the use of E-cigarettes.

## **Catering**

Crusader Community Boating provides tea towels, hand towels and washing up facilities. The group must provide all refreshments, milk and food to suit their needs. Any plates, cups (disposable recommended) and cutlery required must also be provided by the group if required. Preparation of food and drink must be undertaken by the group, which is also required to clear up and leave the galley and cabin area clean and tidy. Bin bags are provided for this purpose. There is provision for a stop at a waterside pub for lunch. If groups require this option they must contact the pub before the trip to make their own arrangements and reservations. If requested, the boat will stop at the pub for 12.00 noon (subject to passengers boarding on time) and leave the pub at 13.40.

## **Operation of the Vessel**

It must be understood by the hirers that the crew's responsibility on the boat is limited to ensuring the safe access and carriage of passengers and the operation of the vessel with the safety and comfort of passengers and crew in mind. Crew, whilst willing to give assistance and advice to groups, must not be distracted from their duty to provide a safe trip at all times.

## Passenger Numbers

The maximum number of passengers and wheelchair users is as shown in your Booking Confirmation documentation sent to you by Crusader Community Boating. These numbers must not be exceeded unless prior agreement has been given by Crusader Community Boating in writing.

## Delays

Crusader Community Boating makes every effort to adhere to agreed times for departure and return. However, we reserve the right to cancel or amend any trip. Delays and cancellations take place for a variety of reasons such as navigational hazards and stoppages, boat and lock traffic and other circumstances beyond our control. Groups will be advised of such cancellations and delays as soon as possible. Replacement trips can be offered subject to crew availability.

Boarding time is 10 minutes before your scheduled departure time as shown on your booking confirmation. If you have difficulty in arriving by the Boarding time, for any reason, you must telephone the mobile number for your particular boat to inform the crew.

River Cruise on *Community Spirit*: 07729 391 500  
Canal Cruise on *Mountbatten*: 07759 298 194

Please note: these phones are only manned from 9am on the day of your cruise.

## APPENDIX - Toilet Usage

Due to the disturbing increase in misuse, it is necessary to remind clients of the consequences of abusing the toilet facilities.

**Only bodily waste and the toilet tissue provided must be put down the toilet.** This means:

**NO INCONTINENCE PADS, WIPES, SANITARY PADS or other large objects.**

Any misuse is likely to lead to the toilet becoming blocked, your trip being cancelled and you becoming liable for payment of a hefty repair bill (minimum £250).