

Rivertime Boat Trust

Access & Assistance for Reduced Mobility Passengers Policy

January 2018

Review Date: January 2019

Reduced Mobility means those people with physical disabilities, speech, hearing or sight limitations and those with mental health problems. This includes the elderly and parents with young children.

The Trust's main objective is to provide access and assistance for reduced mobility passengers to the vessel. With that in mind, the following access and safety related information applies to every passenger carrying event undertaken by 'Rivertime'

Prior to the trip, the hirer confirms receipt of Terms and Conditions to agree the following:

- During the hire period, operation of the vessel shall remain under the complete control of the skipper and crew. The hirer will ensure that within the group of 12, there are at least 2 carers / group leaders who will be responsible for the conduct, management, safety and first aid of their party whilst on board, and on embarkation and disembarking from 'Rivertime'.
- There are no more than 5 wheelchair users and there must be at least 2 carers.

Prior to the trip, RBT will be responsible for the following:

- All safety equipment is in place and in good working order.
- The vessel is moored securely to the jetty with the pins holding the ramp in place.
- Passenger boarding procedure followed – 'Rivertime Operations Manual' - section 8.3
- Wheelchair lift operation – 'Rivertime Operations Manual' section 4.3
- Passenger briefing – section 8.4 'Identification of access/egress points'
- Passenger accounting and reporting to the designated person ashore – 'Rivertime Operations Manual' section 8.5

Mindful of the above, the following policy shall be applied to accommodating reduced mobility passengers on the vessels:

- The Trust shall identify its reduced mobility policy in the Trust Terms and Conditions applicable to pre-booked charter trips.
- Passengers in wheelchairs must be accompanied by at least one personal carer.
- The skipper and crew where possible will make every effort to assist reduced mobility and special needs passengers.

- Where the skipper considers that such passengers may be at risk in an emergency then the skipper has the right to refuse passage.