

Rivertime Boat Trust

Access & Assistance for Reduced Mobility Passengers Policy

February 2020 – GW/LH

Reduced Mobility means those people with physical disabilities, speech, hearing or sight limitations and those with mental health problems. This may include 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'

To confirm their booking, the hirer signs the booking confirmation form to acknowledge receipt of the Terms and Conditions, thus agreeing to the following:

- During the hire period, operation of the vessel shall remain under the complete control of The skipper and crew.
- The group total will be no more than 12 to include no more than 5 wheelchairs users
- The maximum weight of a wheelchair user and their carer will not exceed 250kg
- Electric wheelchairs will need to be operated manually, by a carer, whilst boarding and disembarking.
- Within the total (12) we there will be at least one carer (or able-bodied group helper) for every 3 less able passengers, however, when passengers are in wheelchairs each of them must be accompanied by a personal carer.
- Carers / group leaders will be responsible for the conduct, management, safety and first aid of their party whilst on board, and on embarkation and disembarking from 'Rivertime'.
- The RBT Bookings Manager will receive the breakdown of passenger / carer numbers as well as the lead carers name and mobile number, no later than a week before the trip.

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 will be accompanied by at least one personal carer.
- Where the skipper considers that such passengers may be at risk in an emergency then the skipper has the right to refuse passage.