



Hirer Terms and Conditions for booking passenger vessel 'Rivertime.'

Rivertime Boat Trust (RBT) is a not-for-profit organisation, Charity Number 1113992, whose principal operating office is 7 Avior, 10 Longworth Drive, Maidenhead, SL6 8XA.

The primary concern of RBT is for people to develop their potential on the river. It does this by providing our passenger launch, along with a skipper and crew, for disabled and disadvantaged children young people and adults, along with their carers.

By making a Booking reservation, the hirer agrees to the following Terms and Conditions. The person making the booking will pass on the details if they are not coming on the day, along with the joining instructions which will be sent by email.

1. Booking Terms:

The boats maximum capacity is 12 to include carers, with no more than 4 persons in wheelchairs. Within the total (12) 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 management, safety and first aid of their group whilst on board. This includes the boarding and disembarkation procedure.

The maximum weight of a wheelchair user and their carer will not exceed 250kg. The maximum width of a wheelchair will not exceed 760mm. We regret we cannot accept mobility scooters due to their long wheel-base.

During boarding and disembarkation, large chairs will need to be in the upright position, with footplates removed.

No later than a week before the trip, the hirer / person in charge will fill in and sign electronically the Passenger Agreement Form and Marketing/Social Media Policy which is sent by email at the time of a booking reservation.

Smoking is absolutely forbidden anywhere inside the boat. Any person found to be under the influence of illegal drugs will be asked to leave the boat. Adult groups wishing to bring alcohol on board should clear this with the RBT bookings manager in advance.

The safety of participants overrides all other concerns. Therefore, RBT personnel have the authority to terminate trips and to intervene in any situation which they deem to be unsafe.

RBT reserves the right to add such further conditions or rules as it may reasonably consider necessary. It may also from time to time waive or modify any of the above Terms and Conditions providing reasonable notice is given to the Hirer and if circumstances allow.

RBT may, at the discretion of the Skipper, vary the course of the cruise should circumstances make this necessary. We do not guarantee that any vessel will commence or complete any journey or part thereof in any given time.

All persons using any part of the premises, boats or facilities, for whatever purpose and whether by invitation or otherwise, do so at their own risk, unless injury or damage to person or property sustained within the premises, boats or facilities was caused by, or resulted from the Trust's negligence or deliberate act or that of those for whom we are responsible.

The Hirer shall make good and / or pay for all losses, damage or breakages to any fixture, fittings, machinery or equipment, particularly safety equipment e.g. life rings deliberately thrown overboard and lost during the hire period

2. Joining Instructions.

The hirer will ensure the onboarding instructions are distributed to all persons involved in organising the excursion.



RBT have been authorised the use of boarding sites belonging to other companies who are not involved with the booking. Liaison will be with the skipper of 'Rivertime' who will be waiting at the boarding point. The River and Rowing Museum (RRM) allow access to their toilet facilities but accept no responsibility for the hirers on the day of the booking. We regret, parking is no longer free of charge in the museum car park.

Unless otherwise arranged, boarding of the boat will commence 15 minutes prior to the trip start time. As we are restricted to our boarding times, we strongly advise you call your skipper if you are running late.

3. Payment

No deposit is required. Full payment to be received by RBT no later than a month before the trip. Bookings made with less than a month's notice will require immediate payment. If the hirer is not responsible for organising the payment, they will ensure the invoice is passed to their accounts department and advise RBT of the accounts contact details.

PAYMENT METHODS:

Card payment via the invoice link emailed to you. Please check your junk folder.

Bank transfers to Rivertime Boat Trust Sort Code: 23-08-80, Account No: 54478867, using the invoice number as a reference.

Cheques made payable to 'Rivertime Boat Trust' to be sent with a copy of the invoice to; Rivertime Boat Trust, 1 Charlotte Close, Caversham, Reading, Berkshire, RG4 7BY.

The charity is unable to accept cash payment

4. Cancellation

A booking is confirmed on the understanding that should RBT be prevented from honouring it, due to circumstances outside their control e.g. break-down or river conditions or any other cause, they CANNOT GUARANTEE to provide an alternative, but ALL PAYMENTS shall be returned in full and neither party shall have any further claim against the other.

RBT reserve the right to cancel a booking at any stage without being liable for loss and without obligation to give reason.

If the hirer cancels with over two weeks' notice of the booking, all funds will be returned less a £15 refund fee. Cancellations within the two-week period, will result in a 50% cancellation fee.

Refunds will be made using the same method as the original payment method.

When a trip is arranged by way of a Grant fund, if the trip is cancelled by the Organisation, the Rivertime Boat Trust reserves the right to charge the Organisation the full value of the trip unless the Organisation can prove a genuine reason for cancellation by way of Force Majeure.

5. Feedback

The Rivertime Boat Trust operates a feedback system.

Where the trip is provided by way of a Grant, the returning of the feedback is mandatory by the trip organiser or person from the organisation.

6. Insurance

RBT operates within the Codes of Conduct advocated by The British Marine Federation; we conform to the standards laid down by The Maritime and Coastguard Agency. Our safety standards adhere to the levels required and its insurances meet the existing statutes recommended by maritime law. Our insurance policy with Navigators and General Marine Insurance and proof of insurance cover is available on request.



RBT holds Public Liability insurance

7. Exclusions

We accept no responsibility for:

Loss of time or expense incurred by 'The Hirer' through defect or a breakdown occurring.

The consequences, delays or restrictions arising from obstructions, closures, repairs, damage by navigational works, flooding, water shortages, industrial action, fuel rationing or any other cause whatsoever. The Hirer may wish to affect their own insurance in respect of the above circumstances.