

Access & Assistance policy for passengers with Reduced Mobility

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Introduction

Reduced Mobility includes those people with physical disabilities, speech, hearing or sight limitations. 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 excursion undertaken by 'Rivertime.'

Hirer responsibilities

When the hirer / person in charge signs the passenger agreement, they are accepting our terms and conditions.

The following terms relate to access and assistance;

- The group total (including carers) will not exceed 12, to include no more than four wheelchair users.
- Within the total (12) there will be at least one carer (or able-bodied group helper) for every three 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 assisting all members of their group during boarding and disembarkation. Rivertime personnel will be there for guidance, to assist if necessary and to operate the lift.
- 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 the long wheelbase.

Our responsibilities

- All safety equipment is in place and is in good working order.
- The vessel is moored securely to the jetty with the pins holding the ramp in place.
- The passenger boarding and wheelchair lift operation procedures are followed.
- The passengers are briefed to include Identification of access/egress points.
- The start / finish time and intended route, along with the breakdown of passenger numbers are reported to the designated person (DP) by way of a digital form.

If, on the day, the skipper considers that any passenger may be at risk in an emergency, they have the right to refuse passage.