



Terms and Conditions of Hire (Self-drive Hire) – Please read carefully.

1. **Definitions** – In this document “The Business” refers to Severn Expeditions Day Boat Hire. “The Owner” refers to Mr Timothy J Maslen. “The Hirer” refers to the main person making the booking.
2. **Booking Agreement**
 - 2.1. A booking with The Business is a legally binding contract. The contract includes the conditions set out in this document. **The Hirer accepts these Terms and Conditions on behalf of themselves and all passengers in their party. The Hirer agrees to take full responsibility for the actions, conduct, and compliance with these Terms and Conditions by all members of their group.** These conditions can only be varied with the permission of the Owner of The Business.
 - 2.2. Reservations and bookings can be made using the website’s online booking system or by filling in the online booking form, or by calling via telephone, or by sending email or other written methods, or in person. A booking is only confirmed upon payment of the hire in full.
 - 2.3. Upon receipt of the payment a confirmation email will be sent by The Business, with all appropriate details, except on occasions where bookings are made on the day of hire and there isn’t enough time to send them. The Business will make reasonable efforts to provide this information even in last-minute bookings.
 - 2.4. In accepting a booking, The Business’s responsibility does not extend beyond the provision of the boat, i.e., there is no guarantee that the stretch of river advertised (from Upton upon Severn to Tewkesbury and from Upton upon Severn to Worcester) will be available for navigation during the period of hire.
 - 2.5. Where more than one boat is booked on the same booking each boat shall be hired as part of the same contract.
3. **Prices and Payment**
 - 3.1. Prices are in pounds sterling. Payments should be made in pounds sterling. The Business reserves the right to correct errors in advertised or quoted prices at the time of booking confirmation.
 - 3.2. Payment is considered complete once cleared funds have been received by The Business.
 - 3.3. Payments for hire can be made via:
 - the online booking system
 - bank transfer
 - by cheque
 - or cash in person.(Note: please do not send cash in the post. If paying by cheque allow enough time for cheque to clear.)
4. **Age Limits and Unsuitable Hirers**
 - 4.1. The Hirer must be aged 18 years or over. Photo proof of identification must be shown with proof of address, on the day of hire if requested by The Business. Acceptable identification documents are a valid UK driving licence, a valid Passport, a Citizen Card (PASS), a HM Forces ID Card, a UK Firearms Licence, or an EU Photo Identity Card. Acceptable proof of address document are a Utility Bill, a Bank/Building Society Statement (not online/bank branch print-offs), a Credit Card Statement, a Council Tax Bill/Council Rent Book, or Pay Slips (where employer’s and employee’s addresses are stated).
 - 4.2. Minors may operate the boat only under close supervision of a competent adult at all times.
 - 4.3. The Business reserves the right to cancel a booking or refuse hire on the day to any Hirer whom it considers not suitable. During or at the completion of the handover briefing and tutorial, the hire operator must decide whether the hirer and their party are sufficiently able to take the boat out. Reasons for not doing so would include Underage, for example if hirer cannot prove they are 18 years or older. *Inability of the party leader(s) to demonstrate safe control of the boat, even after instruction.* Perceived impairment through drink or drugs. Inadequate resources available to the party to control children safely or supervise persons with special needs or any reason that may adversely affect the safety of any person, the environment, other watercraft users or commercial interests of The Business. In this event the Hirer shall remain liable to pay the full hire price, and no refund shall be due. Details should be recorded in the handover documentation. Throughout the handover process, the person giving the instruction should take account of any qualifications (for example, RYA qualifications, pre completed competency tests) or previous experience professed by the party leader(s), however this should only be recognised as an opportunity to accelerate the briefing, not dispense with it.
 - 4.4. The Business may repossess the boat at any time if in the opinion of The Business the Hirer is unsuitable for the reasons given above, if the Hirer is not behaving responsibly, including but not limited to reckless driving, ignoring

safety advice, or disruptive behaviour or if the boat or any persons are at risk. In this event the Hirer shall remain liable to pay the full hire price, and no refund shall be due.

5. Cancellations and alterations and postponements

- 5.1.** The Hirer must notify The Business of any cancellation, alteration, or postponement as soon as possible by telephone.
- 5.2. Cancellations made 7 days or more** before the hire date will incur a £10 administration charge and the remaining balance will be refunded.
- 5.3. Cancellations made within 7 days and up to 24 hours before** the hire will incur a 50% charge of the hire cost. However, if The Business is able to rebook the slot, only the £10 administration fee will apply, and the remaining balance will be refunded.
- 5.4. Cancellations made within 24 hours of the hire**, including on the day, no-shows, or arrivals too late to complete the safety briefing and departure, will be charged the full hire cost.
- 5.5. Alterations or postponements made 5 days or more** before the hire will incur a £10 administration charge.
- 5.6. Alterations or postponements made within 5 days and up to 24 hours before** the hire will incur a 50% charge of the hire cost. If The Business is able to rebook the slot, only the £10 administration fee will apply.
- 5.7. Alterations or postponements made within 24 hours** of the hire may be treated as a cancellation and charged in accordance with the cancellation terms above.
- 5.8.** The Business reserves the right to waive or adjust any of the above charges in exceptional or unforeseen circumstances, at its sole discretion.
- 5.9. Cancellations and postponements in Bad Weather** - High river levels and flooding conditions are outside of the control of The Business. In the case of the river flooding there is no guarantee that the stretch of river advertised (i.e., from Upton upon Severn to Tewkesbury and from Upton upon Severn to Worcester) will be available for navigation during the period of hire.
 - 5.9.1.** In the case of flood risk The Business operates on a traffic light system situated at Upton Marina, Waterside, Upton upon Severn WR8 0PB. If the water level is showing 'Green' on the indicator board, there is no flood risk, and all boats can go out. If water level is showing as 'Amber', only skippered/guided trips can proceed as self-drive boats lack enough power in the engine. If the water level is showing as 'Red', this means no boats can go out as it is too dangerous.
 - 5.9.2.** When Amber or Red conditions occur, the Hirer may reschedule their booking or request a full refund. In cases of flooding or potential flood risk, The Business will contact and inform the Hirer as soon as possible and advise if their booking is unlikely to be able to proceed on the booked date. The Business will discuss the possibilities for rebooking or a refund. Where possible, and if agreement has been made to hold the booking to see if conditions change, The Business will continue to monitor the river levels in the days preceding the date of hire up to 24 hours before and will communicate with the Hirer as appropriate. If at 24 hours beforehand the booking still cannot proceed the Hirer may request a full refund or re-schedule their booking. This flexibility is to prevent unnecessary cancellations as conditions have been known to change rapidly at the last minute.
 - 5.9.3.** If the Hirer requests to re-schedule their booking, the revised date must be booked, and the rescheduled trip must be completed within one year of the original booking date. After this period, the deposit will be lost, and the booking agreement cancelled.

6. Hire Period, Collection and Return of Boat

- 6.1.** The hire period is as agreed in the booking confirmation.
- 6.2.** The Business will endeavour to have the boat ready for the Hirer at the time indicated in the booking confirmation. However, at times The Business may be waiting for boats to be returned by other customers who are running late, so cannot absolutely guarantee that the boat will be ready at the time booked. The Business will always try to remain fair and offer any lost time by extending the trip where possible.
- 6.3.** Earlier start times may be negotiated at the time of booking, subject to availability.
- 6.4.** The Hirer must notify The Business of any likely delay in arrival as soon as possible by telephone.
- 6.5.** Fuel – The boat is provided with 1 tank of fuel per boat (3.1 gallons/14.09ltrs) This has been tested and is expected to be ample as long as the Hirer follows instructions provided by The Business during the tutorial.
- 6.6.** Before the Hirer departs with the boat an experienced member of The Business will give a tutorial, suitable instructions, demonstrations, and information on safety, how to operate the vessel, rules of the river, and how to use the locks. The Hirer must check the boat and its contents. Before departure, the Hirer must sign the Boat Acceptance and Waiver Form confirming that the condition of the boat is sound, contents are present, and that he/she/they have understood the tutorial and demonstration. The signature also confirms that The Hirer has understood and agrees to the Terms and Conditions of hire. Thereafter the Hirer is completely responsible for the boat, its equipment, and its operation until handed back at the end of the hire.

- 6.7. In the unlikely event of any alleged deficiencies or shortcomings discovered after the boat has left the Marina, the Hirer must notify The Business immediately to give The Business the opportunity to take any necessary action.
- 6.8. The Business shall not be liable in respect of any matter which is not notified immediately, and in any event shall not be liable in respect of any matter which is notified after the end of the hire period.
- 6.9. In the event that the boat is not available because of circumstances beyond The Business's control The Business will try and substitute a similar boat. If no boat is available, The Business shall fully refund any deposit or other payments made unless the Hirer wishes to reschedule the booking.
- 6.9.1. In the event the contract is cancelled in these circumstances, The Business's liability will be strictly limited to the payments made by the Hirer.
- 6.10. The Hirer is responsible for the boat's safe navigation and return to The Business's hire base at Upton Marina. The boat must be returned in a reasonably clean and tidy condition at the end of the agreed hire period. Appropriate charges may be applied if conditions are considered unreasonable.
- 6.11. Hirers should ensure that the cruising/fishing schedule allows time for unforeseen incidents. Breach of this condition and if unreasonably late the Hirer may incur an additional charge of up to £30 per hour. In the event that such breach by the Hirer causes the boat to not be available for the next hirer, the Hirer will be liable for any losses suffered/extra costs incurred by The Business. Where The Business must recover a boat and return it to the base, the Hirer shall be liable for all the costs involved, except where not because of the action or failure to act of the Hirer and/or the Hirer's passengers.
- 6.12. **Late Arrival** – If a Hirer arrives more than 30 minutes after the agreed start time without notifying, and if no attempt has been made to contact The Business to advise of late arrival, or where there may not be a member of staff available to carry out the tutorial and demonstration due to a late arrival, the booking will be cancelled. In this event the Hirer shall remain liable to pay the full hire price, and no refund shall be due.

7. Insurances

- 7.1. The Business insures all its boats and equipment against public liability risks, but it will not be responsible for any loss, damage or injury to the hire party or possessions, regardless of how caused.
- 7.2. The Business's insurance does not cover personal accidents, including any accidents caused from fishing or fishing equipment or tackle, or loss or damage to personal effects including any fishing equipment or tackle. The Hirer is responsible for ensuring they have adequate travel, personal accident, and belongings insurance for the duration of the hire.
- 7.3. **Damage Security Deposit** – This is for 'damage security insurance'. If a booking has been made on the online booking system it will hold a £150 security deposit automatically on the card used to pay the booking, but it will not take the amount out of the bank unless we are required to draw on it. If booking has been made in another way, i.e. via cash, cheque or transfer, The Hirer will be required to provide their credit card details on the day of hire. The card details will be deleted on the safe, clean, and timely return of the boat and any property belonging to The Business. If you are not comfortable leaving card details then alternatively you will be required to bring £150 in cash, which will be sealed in an envelope and kept until the end of your trip.
- 7.4. If there is any loss/accident/damage to the boat or any items belonging to The Business, or if there is damage to any other boats or property during the time of hire, the Hirer will be required to fill in and sign a "Boat Damage Form" with appropriate details of the accident and/or loss and/or damage and The Business reserves the right to retain the £150 security deposit or an amount deemed reasonable by The Business.
- 7.5. The Business reserves the right to request additional monies towards for any late return/accident/loss/damage to the boat or any of its contents if the total amount of the accident/damage/loss is greater than that of the £150 damage deposit given at the beginning of the hire.
- 7.6. If the Hirer disputes a damage charge, The Business will review any evidence provided and offer a written decision within 14 days.

8. **Safety** – The following should always be complied with for the health and safety of other persons and/or wildlife, and for safeguarding the boat and other property.
- All passengers must wear a buoyancy aid or life jacket when on the water.
 - Passengers must not jump or swim in the river – it is extremely dirty; Weil's disease may be contracted. The river also has very strong undercurrents.
 - Passengers must be seated with all limbs inside the boat when moving. Passengers should not lean over the sides of the boat. Passengers should not sit on the boat's cabin or on the bow of the boat. Passengers should be evenly seated to keep the boat balanced. Passengers must take care when stepping into or out of the boat as they can be unstable due to being on the water.

- Passengers are advised to wear suitable clothing and footwear and check the weather forecast beforehand to ensure full preparation. Passengers should remember to take plenty of drinking water, sun cream, and other appropriate sun or rain gear.
- The Hirer must be able to take control of the boat and operate it in a way which avoids injury to people, wildlife, the environment, or property; must show reasonable consideration for others; and must always drive on the right-hand side of the river.
- The Hirer must moor safely and follow regulations displayed at moorings and must not disturb others by running the boat's engine at moorings.
- The Hirer must always navigate with caution, observing speed restrictions, byelaws, navigational limits/instructions, waterways instructions and the advice of British Waterways and other navigational authorities.
- The Hirer must not race or exceed the speed limit. The maximum speed on the Severn is 6mph travelling upstream (towards Worcester), and 8mph travelling downstream (towards Gloucester). As a guide 4mph is a fast-walking pace, use the water's edge or floating objects as a guide.
- The Hirer must not tow other craft or allow the boat to be towed except with professional assistance in the event of breakdown or emergency.
- The boat is only equipped for cruising during daylight hours and must be returned by the time specified in the booking and in any event before sundown.
- Passengers must not take on-board portable heating, lighting or electrical equipment, or anything that may cause danger to the boat, its occupants or equipment, without The Business's approval. Barbeques are not permitted on board. A fire extinguisher is provided on-board should a fire occur.
- Passengers should not smoke on-board the boat. There is a fuel tank and petrol is highly flammable! Passengers should not throw cigarettes into the river.
- With regards to fishing, anglers are reminded that The Business operate "catch and release" fishing only! Anyone caught leaving with fish will be reported to the Environment Agency!
- Passengers should follow our 'nothing overboard' policy! Nothing should be discharged or dropped into the river or surroundings –ALL rubbish should be taken home the end of your trip and disposed of correctly and be re-cycled where possible.
- The maximum number of persons allowed on board should not be exceeded at any time. Where more than one boat has been hired by the same party and people wish to swap vessels, persons must not transfer from boat to boat whilst moving. Suitable public moorings must be used and engines turned off.
- The Hirer must always give way to cargo boats, sailing craft, rowing boats and any other human-propelled craft.
- The Business shall not be responsible for delays or restrictions to cruising arising from obstruction, damage or repairs to the navigation and associated structures, flooding, shortage of water, industrial action, shortage or rationing of fuel, or other cause beyond The Business's control. The Business reserves the right to restrict the movement of boats in the event of hazardous conditions.
- The boats are not allowed to go through any locks except the Upper Lode Lock at Tewkesbury. (These will be described at the tutorial and demonstration.)
- All passengers are responsible for their own safety and the safety of their possessions.
- The Business will not be responsible for death, personal injury or any other losses suffered.

9. Accidents and Breakdowns – Maintenance, Repairs and Damage

9.1. Accident Reporting Procedure - In the event of any accident involving the boat, another boat, or any property, the Hirer must:

- Stop, remain calm, and do not leave the scene.
- Record all relevant details, including the name and registration number of the other boat, and the names and addresses of those involved.
- Notify The Business as soon as possible and provide full details. Instructions will be given.
- Emergency contact details are included in the boat information booklet.
- Ensure you have access to a mobile phone for safety and communication.
- Do not admit liability or allow passengers to do so.

9.2. Liability

- If the Hirer fails to gather the necessary details and this prejudices The Business's insurance, the Hirer shall indemnify The Business for all related claims, losses, or expenses.
- The Hirer is also liable for any claims or charges made by Navigation Authorities for damage to waterway property or loss of water.

9.3. Breakdown, Theft or Loss

- In the event of a breakdown, theft, damage, or loss, the Hirer must immediately notify The Business and provide full details. The Business will advise on next steps.
- Although the boat and its equipment are insured by The Business against many risks, the Hirer remains responsible for any damage or loss resulting from a breach of this agreement, deliberate acts, or negligence.
- The Hirer will be responsible for the cost of repairing damage to the boat, or for the repair or replacement of any missing or damaged items on the inventory at the end of the hire.
- The Hirer is responsible for freeing the boat from mud banks or groundings, and for removing weeds, rope, or other obstructions from the propeller. Charges may apply if damage is caused during these recovery efforts.
- If any such operation cannot be safely carried out, the Hirer must contact The Business before proceeding.
- In the event of a breakdown or equipment failure, The Business will endeavour to carry out repairs as soon as possible following notification.
- The Hirer shall have no claim against The Business for any delays, losses, or inconvenience resulting from breakdowns, equipment failure, or required repairs.

9.4. Prohibited Actions

- The Hirer must not interfere with, adjust, attempt to repair, or permit any third party to repair any part of the boat, its engine, or controls without prior consent from The Business

10. Property of the Hirer

- 10.1.** Vehicles may be left at the owner's risk in the Marina car park used by The Business.
- 10.2.** The Business will not be liable for any loss or damage to vehicles or their contents, or for property taken on board the boat.
- 10.3.** The Hirer and passengers are advised not to leave any valuable or portable items in their car.
- 10.4.** If necessary, The Business shall take action to silence car alarms of the Hirer's or passengers' vehicles left in the car park and recover the costs from the Hirer.
- 10.5.** The Business will return any claimed lost property upon receipt of sufficient payment for postage and packaging.
- 10.6.** The Business reserves the right to dispose of or destroy lost property not claimed within two months of the hire.

11. Pets

- 11.1.** Dogs are permitted on the boat at an additional charge of £10 for one dog or £15 for two or more dogs thereafter.
- 11.2.** Dogs must be kept under control at all times and are not allowed on the seats unless covered.
- 11.3.** Risk of loss or injury to pets is not covered under The Business's insurance policy and any permitted pets are entirely at the Hirer's risk.
- 11.4.** The Hirer shall be liable for the cost of any damage caused by any pet, permitted on-board or otherwise, including damage to furnishings, equipment, or vessel surfaces.

12. Exemption

- 12.1.** The Business shall not be liable for claims for: loss, damage or expense arising from causes beyond The Business's reasonable control, or not due to The Business's negligence; wilful default including (without limitation) death or personal injury of the Hirer and/or passengers, loss or damage to property, non-fulfilment or interruption of the booking or delays, breakdowns, defects, damage, restrictions, obstructions, repairs or damage to waterways, non availability of routes, navigational works, rationing, shortage or non availability of fuel; or in respect of any consequential loss, damage, expense, injury or claim.
- 12.2.** Force majeure events include but are not limited to storms, floods, droughts, ice, shortage of water or other weather conditions, or mechanical failure, the return of monies will be paid to the Hirer or subsequently the booking may be rescheduled.

- 13. Complaints and Disputes** - In the event of any cause for complaint the Hirer should provide this in writing to The Business. The Business will acknowledge receipt by return and investigate the complaint. The Business aims to respond in full to complaints within 14 days. For complex complaints, The Business's response may take longer. Any query, dispute or complaint arising from the booking contract may be referred at The Business's sole discretion to an independent mediator or arbitrator between the parties. The decision of such arbitrator, including any direction as to payment of fees and costs in the arbitration, shall be binding on both parties.

- 14. Images and Personal Data** – On occasion, photographs or video may be taken of our boats for publicity purposes. We will always ask permission before taking photographs and you would be required to sign a consent form as appropriate. Please make us aware if you would prefer not to be photographed. We will only use your personal data for booking and safety

administration and where required by law, in accordance with GDPR. Customer data will never be shared with third parties for marketing purposes without explicit consent.

15. Legal Matters

15.1 Jurisdiction – The contract shall be governed by the Law of England and Wales. Any dispute arising under this Agreement shall be first submitted to mediation, or failing that to arbitration, under the jurisdiction of the English courts.

15.2 Waiver – No indulgence, forbearance or delay by The Business shall constitute any bar to its enforcement of its rights at any time, and no waiver in respect of any breach shall operate as a waiver in respect of any other subsequent breach.

15.3 Third Parties – No person who is not a party to this Agreement may enforce any term of this Agreement. The parties agree that the Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement or document entered into pursuant to this Agreement.

15.4 Severance – If any term or provision of this Hire Agreement is held invalid, illegal, or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed, and the remaining provisions shall continue in full force and effect as if this Hire Agreement has been agreed with the invalid illegal or unenforceable provisions eliminated.

SEVERN EXPEDITIONS - EMERGENCY NUMBERS		
TIM	BUSINESS OWNER	07894862417
KAREN	OFFICE MANAGER	07894268059
OFFICE@SEVERNEXPEDITIONS.CO.UK		

Terms and Conditions of Hire (Skippered hire / Guided Fishing trips) – Please read carefully.

In terms of bookings that are made where a vessel will be “skippered” by The Business there are adjustments to some of the terms and conditions above. These are noted below. All other Terms and Conditions stand as per noted above.

1. Definitions – In this document “The Business” refers to Severn Expeditions Day Boat Hire. “The Owner” refers to Mr Timothy J Maslen. “The Skipper” refers to the person provided by the Business to skipper the Boat. “The Hirer” refers to the main person making the booking.

2. Booking Agreement

2.2 Amended - Reservations and bookings must be made using the booking contact form, calling via telephone or sending email. Guided trips cannot be booked direct on the online booking system.

6. Hire Period, Collection and Return of Boat

6.6 Amended - In terms of skippered hire, The skipper, provided by The Business, will be responsible for the boat’s safe navigation and return to The Business’s hire base at Upton Marina. The Skipper will take responsibility for the vessel during the allocated trip. The Skipper will provide a verbal safety briefing and outline the rules of the river before departure. A full tutorial is not required for skippered trips. The Hirer will be required to sign the ‘Boat Acceptance and Waiver Form’ (short version) before departure to confirm that the condition of the boat is sound, contents are present, and that he/she has understood the advice given. The signature also confirms that The Hirer has understood and agrees to the Terms and Conditions of hire.

6.7 Amended - In the unlikely event of any alleged deficiencies or shortcomings discovered after the boat has left the Marina, the Skipper, will take any necessary action.

6.11 Amended - The skipper will ensure that the cruising/fishing schedule allows time for unforeseen incidents.

7. Insurances

7.1 The Business insures all its boats and equipment against public liability risks. The skipper will take all reasonable care to ensure the safety and wellbeing of passengers during the hire. However, The Business will not be liable for loss, damage, or injury to passengers or their property except where caused by negligence or failure to follow safety procedures by the skipper. The hirer will remain responsible for their own belongings, equipment.

7.3 Damage Security Deposit – Amended - The Hirer will not be required to provide a damage security deposit.

8 Safety - The Skipper, provided by The Business, will be in control of the boat and adhere to all of the safety terms and conditions as provided above from 8.6 – 8.20 thereof. In the very unlikely that injury occurs The Business will take action as appropriate to ensure any issue is rectified appropriately. The Hirer remains responsible for the behaviour of their guests and any damage to the boat or its contents resulting from negligent or disruptive conduct by any passenger.

9 Accidents and Breakdowns – Maintenance, Repairs and Damage

The Skipper will take responsibility for terms and conditions **9.1 – 9.9** accordingly.

SEVERN EXPEDITIONS - EMERGENCY NUMBERS		
TIM	BUSINESS OWNER	07894862417
KAREN	OFFICE MANAGER	07894268059
<u>OFFICE@SEVERNEXPEDITIONS.CO.UK</u>		

Inclusivity at Severn Expeditions

We believe that **everyone** should have the opportunity to enjoy time on the water. Because as well as being lots of fun, it is amazing for people's emotional wellbeing whoever they are and whatever difficulties they live with. While we know our boats and setting have some limitations, we're committed to making your experience as inclusive, welcoming, and safe as possible.

What We Can Offer

- Assistance with boarding - We're here to help! Our team is happy to offer a steady hand to anyone who may need extra support when getting on or off the boat. We've also added an extra step to make boarding easier for guests who may have difficulty due to hip, knee, or balance issues.

For everyone's safety — including our team's — we do ask that guests who require boarding assistance sign the section on the waiver acknowledging that our staff are not medically trained and cannot be held liable in the unlikely event of an injury during boarding. We truly appreciate your understanding.

- Ramp Access & Workshop Info - The ramp to our workshop is quite steep. We advise customers with mobility issues about this in advance, and we allow drop-offs near the workshop for easier access.
- Visit us ahead of time - If you're unsure whether the setup will work for someone in your group, we welcome you to visit the workshop before your booking. We'll show you around and explain clearly what is and isn't possible.
- Support for a range of needs
We aim to support customers with a variety of needs, including:
 - Hidden disabilities
 - Cognitive differences (such as autism or ADHD)
 - Long-term health conditions
 - Mobility challenges not requiring a wheelchair.

We're always happy to take time to explain things clearly, use visual aids, or give you extra time to get comfortable just let us know how we can make your handover and experience go smoothly in advance.

Any additional support needs discussed will be treated confidentially and only shared with relevant team members to ensure a safe and supportive experience.

What We're Working Around

- Wheelchair Access - Unfortunately, our current fleet of boats does not have wheelchair access, and the marina layout (managed by Ting Dene Marinas) includes areas we can't modify, such as the ramp and some facilities.
- Facilities & Parking - Toilets and parking are provided by the marina, so they may not meet all accessibility needs. If you have questions, get in touch and we'll do our best to find solutions.
- Safety Comes First - The person driving the boat must be able to see and hear well enough to respond to instructions, avoid hazards, and safely navigate. For this reason, those with significant visual or hearing impairments should not act as the skipper—but are very welcome to join the trip as passengers.
- Looking to the Future - While we currently don't offer wheelchair-accessible boats, we're always looking for ways to improve accessibility. We're open to feedback and always happy to talk about how we can make our experiences better for everyone.

Sustainability Impact Statement (for grants / booklets/ confirmation emails)

Our Commitment to Sustainability

As a small, family-run boat hire business, we care deeply about protecting the waterways we operate on and the local ecosystems that surround them.

While electric engines and large-scale carbon offset programs aren't within our reach just yet, we're committed to making thoughtful, achievable changes — and encouraging our customers to do the same.

What We're Doing

1. Cleaner Boating

- Our engines are regularly maintained to improve fuel efficiency and reduce emissions.
- We use eco-friendly, non-toxic cleaning products for all boat maintenance and cleaning.
- Boats are cleaned away from the water to avoid harmful chemical runoff.
- Propellers and hulls are kept clean to ensure efficient, low-impact performance.

2. Reducing Waste

- We've reduced paper use by switching to digital booking, and we now offer an e-booklet with maps and safety info.
- We're phasing out single-use plastics and encourage customers to bring reusable bottles and containers.
- Every boat is stocked with a litter bag, and we love seeing customers help keep the waterways clean.

3. Protecting Local Wildlife

- Each boat includes a simple eco-guide to help guests respect the natural environment.
- We promote smooth, steady boating to reduce fuel use and minimize disturbance to wildlife and habitats.
- We share tips with customers on how to enjoy the water responsibly and leave no trace.

4. Looking Ahead

- We plan to introduce small but meaningful initiatives, like litter-pick days or "Green Boater" prize draws to celebrate eco-conscious customers.
- We're also working toward digital waivers and QR code access for safety info and maps — further reducing our paper footprint.

A Work in Progress

We know we're not perfect — but we believe that small, consistent steps matter. Being a small business means we need to be realistic, but it also means we can be flexible and responsive. We're committed to learning, improving, and doing what we can to reduce our environmental impact.

Thank you for supporting a local business that's striving to do better — for the planet, and for future generations of boaters.