

The River Stour Trust is a registered charity (No. 257806) and proceeds from our passenger boat operations go toward the restoration, conservation and education of the Suffolk & Essex River Stour Navigation.

RST has adopted the Inland Waterways Association (IWA) Certificate of Boat Management scheme for its boat operations. All crew are volunteers that are fully trained and assessed to this standard. We have completed risk assessments for our boat operations (including Covid-specific).

Our terms relate to all our passenger boat operations. There are some differentiations between the types of trips offered at various locations (booking process, duration of trip, cooperation with others e.g. businesses, venues).

BY PROCEEDING WITH A BOOKING, YOU AGREE TO OUR TERMS AND CONDITIONS AS FOLLOWS:

GENERAL

1. Passenger numbers are subject to load capacity (average 82.5kg/13 stone per person).
2. We reserve the right to allocate seating on boats for safety reasons and to maximise the number of passengers we can carry.
3. Wheelchair users - restrictions apply so please contact River Stour Trust for more information.
4. Passengers are defined as follows:

| Passenger Age | Ticket Type | Affect Boat Capacity? | Fare Payable? |
|-----------------|-------------|-----------------------|---------------|
| 12 years+ | Adult | Yes | Yes |
| 5-11 years | Child | Yes | Yes |
| 1-4 years | Infant | Yes | No |
| Under 12 months | Baby | No | No |

5. Anyone aged under 12 years old must be accompanied by a parent/guardian.
6. Buoyancy aids are provided and must be worn by those aged under 12 years old.
7. Dogs are permitted onboard but this is entirely at the skipper's discretion on the day of the cruise (additional nominal fare applies, assistance dog can travel on all trips).
8. A safety address will be provided by RST volunteers before the cruise. Please listen to and follow the guidance and advice given which is for the safety of everyone.
9. Smoking or Vaping is not allowed in the proximity or aboard any of our boats. Boats have inherent danger of hydrogen gas from battery charging or petrol vapour both of which can be highly explosive.
10. The River Stour Trust reserves the right to refuse, cancel or amend any trip, sometimes at short notice. Reasons can include:
 - a. Adverse weather and/or stream conditions where there are safety and/or operational concerns.
 - b. Navigational hazards/stoppages, boat/lock traffic and other circumstances beyond our control.
 - c. Any anti-social behaviour before or during the trip. We have a zero-tolerance policy against any form of threat or violence whether it is perceived or actual.
11. Where boats are boarded at venues that might be in use for other purposes (such as private functions, including weddings).
 - a. On such days, every effort must be made to avoid disruption to other activities so please be mindful of your designated areas and potential noise disturbance.
 - b. Where directed, alternative building entrances must be used to access shared facilities.



12. Third Party Venues (e.g. Henny Swan, Talbooth Restaurant)
- Please liaise directly with venue to book and confirm arrangements for your party.
 - Advise them of your travel arrangements including any members of your party not travelling on the boat/s.
 - Your own food/drinks cannot be consumed at these venues nor on the boat/s whilst moored there (unless this has been agreed in advance).

PAYMENT

13. All pre-bookable boat trips and charters require payment in advance. The ticket or charter booking is valid only for the date, time and service as stated.
- Pre-bookable boat trips: 50% deposit is included in the price of each ticket.
 - Charters: 25% deposit required (or payable in full within 8 weeks of charter date, if booked).

CANCELLATION POLICY

14. **If River Stour Trust needs to cancel:**
- We can arrange a transfer to another date or trip; or arrange a full refund.
15. **If you need to cancel** - please contact us at your earliest opportunity:
- In advance (weekdays only) – RST office on 01787 313199 or email administrator@riverstourtrust.org
 - On the day – call the number provided in your booking confirmation.

The following terms and conditions apply to customer led cancellations.

- **Cancellation more than one month before the trip:**
 - o *Transfer:* You can transfer your ticket/s to another date or trip, subject to availability and agreement with the River Stour Trust.
 - o *Refund:* Your ticket/s will be refunded in full, less card processing fee of 50p per ticket, usually via the original payment method (please allow up to 10 days).
- **Cancellation between one week (7 days) and one month before the trip:**
 - o *Transfer:* You can transfer your ticket/s to another date or trip, subject to availability and agreement with the River Stour Trust.
 - o *Refund:* Your ticket/s will be refunded, less deposit and card processing fee of 50p per ticket, usually via the original payment method (please allow up to 10 days).
- **Cancellation less than one week (7 days) before the trip:**
 - o No ticket/s refund or transfer is possible.

ACCEPTANCE & VARIATIONS OF TERMS AND CONDITIONS

16. River Stour Trust reserves the right to alter these Terms and Conditions and charges at any time and without notice.
17. Proceeding with a booking/boat trip denotes your understanding and acceptance of these Terms and Conditions.

RIVER STOUR TRUST

Registered Charity No. 257806

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