

Kennet and Avon Canal Trust Boat Booking Conditions

Public Trip Booking Conditions

Booking Terms and Privacy Notice

1. Making a booking is considered acceptance of these conditions in full.
2. We do not charge a booking fee for bookings made through our website or our office. We do not issue paper tickets - your booking reference is all you need and this will be displayed once your booking has been completed. It will also be emailed to you.
3. Bookings are firm once payment has been made and payment cannot be refunded except in line with the dogs condition below or in accordance with our Coronavirus guarantee. No shows, passengers arriving at the wrong boat or passengers arriving after the boat has left its mooring will not be refunded.
4. We reserve the right to cancel a trip for operational reasons and will try to offer an alternative trip instead. If this is not acceptable, we will refund payments in full. Refunds will be made to the same card as used for payment. This will be handled by our Devizes office and refunds can take up to 10 days to appear in your account. We do not accept any further liability for costs incurred.
5. Where different ticket prices apply for a trip, Seniors are defined as over 60, children are under 16, free children are under the age shown on the booking form. Free children (including babies) must still be declared at the time of booking as this is necessary to comply with our passenger capacity limits.
6. The Skipper has overall authority on board and all passengers must comply with instructions given by or under the authority of the Skipper.
7. Passengers are advised that the Skipper has authority on board to make changes to the trip if necessary for safety or operational reasons, including disembarking passengers who are abusive, acting in an unsafe manner or causing a nuisance to other passengers or other canal users. No refund will be offered.
8. The Barbara McLellan and the Rose of Hungerford have lifts for embarking and disembarking people with mobility issues. Where wheelchairs are able to be accommodated, these must be within the size and weight capacity of the boat lift. Boats have limits to the number of wheelchairs that they can accommodate, for safety reasons. In all other cases, passengers must be able to board and disembark the boat using the steps provided. Crew may be able to lend a hand.
9. On the Barbara McLellan, dogs are not permitted, except for registered assistance dogs. On other boats, well behaved dogs are permitted except where trips are not suitable for dogs and this is noted on our website and leaflets. We cannot promise your dog will be able to join the trip as this decision is given to our Skipper on the day who will decide in the interests of all our passengers whether your dog can come on board. If, unusually, you are unable to board with your dog, we will refund your ticket price on application to our office. As noted above, this can take up to 10 days and will be applied to the card used for payment.
10. No other animals are permitted on board under any circumstances.
11. A no smoking policy operates on all parts of our boats. This includes E Cigarettes and similar.
12. The Trust is not responsible for loss of or damage to personal effects while on board. The Trust shall not be liable for any personal injury suffered by any passenger, caused by the passenger's negligence, whilst upon, embarking or disembarking from the boat.
13. If your requirements cannot be satisfied through the online ticket booking system or if you have any queries regarding booking or about the actual trip, please call our office to discuss your needs BEFORE you make a booking.
14. Your details are collected and stored in accordance with the Data Protection Act and GDPR. Your email address and mobile number (if provided) are used only to enable us to provide you with information about the specific trip you have booked and will not be used for any other purpose unless you have ticked the consent box - see below. Your address details are only collected to validate your payment method. Your personal details will be stored on our system for legal and accounting purposes only. They will then be deleted.

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15. If you tick the consent box when booking, your name and email address will be added to the marketing database applicable to the boat you have booked. We will send you information about that boat's future trips or activities up to three times in any calendar year. Each email will include simple details of how to opt out again. If you book trips on more than one boat, you will need to opt out of each mailing list separately. The marketing list will not be shared with any other organisation at any time.
16. Our office in Devizes can be contacted on 01380 721279 (Monday-Friday 9am-4:30pm)
17. If you wish to contact us by email, please send to admin@katrust.org.uk
18. The duration of the trip as stated is an average time. The actual duration may vary due to canal traffic, blockages, lock operation or other causes. Please make sure sufficient parking charges are paid to cover any unintentional late return of the boat to the Wharf.

COVID Precautions

The boat is a Covid secure environment and your help is sought to keep it secure. The measures detailed here apply to every member of your group.

1. If you or anyone you live with exhibits Covid-like symptoms please do not come to the boat.
2. Please bring a face covering with you.
3. You must be able to board the boat via steps unaided by crew.
4. You will be asked to sit in a designated area of the boat to avoid other groups.
5. Movement about the boat will be limited. (On the Barbara McLellan, the bow area will not be available.)
6. Bar sales should be paid by card whenever possible – preferably contactless.
7. We are required by law to record contact details for all passengers over the age of 16 if you have not scanned the NHS Test and Trace QR code when boarding. Your details will be passed on to the Government Test and Trace Service if they request them. These records are destroyed after 21 days.
8. Covid precautions may alter if UK Government advice changes.

COVID Guarantee

In the event that a trip is cancelled due to UK Government regulations or advice, we will automatically issue a credit note for the full value of all fares for passengers booked onto that trip, valid for 12 months from the trip date. You do not need to apply. If this is not feasible for you, please apply for a refund, which can take up to 10 days to appear in your account and will be applied to the card used for payment. We do not accept any further liability for costs incurred.

Website Usage

1. All bookings made through this website are subject to these conditions.
2. The booking process uses cookies to manage your booking. These are deleted once the booking process is completed. If you do not wish us to store cookies on your device, please use an alternative booking method.
3. The booking process uses a security feature called reCaptcha, which is owned and by operated by Google. Google require us to obtain consent to any data collection, sharing and usage that takes place as a consequence of our use of Google products. Use of the bookings system implies that you consent to the storing and accessing of cookies or other information on the end user's device where such activity occurs in connection with a product to which Google's policy applies.

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Charter Booking Conditions

Booking

1. Making a booking is considered acceptance of these conditions in full.
2. Provisional bookings will be held for 14 days and then released without further notice if no payment has been made. The person named in the booking will be deemed to be the hirer (herein referred to as 'you' or 'your'). The boat is booked when the agreed deposit has been received and acknowledged. **The balance of the hire charge is due not less than 28 days** before the trip date. The Trust may refuse bookings without giving any reason.
3. Where the balance of a booking has not been made by the date required, the booking may be regarded as cancelled and a cancellation charge made in accordance with the cancellation conditions below.

Cancellation

1. If you have to cancel, please call us immediately and confirm the cancellation in writing or by email. If the Trust can re-hire the boat for the cancelled trip time, we will refund your money less a service charge of £50. Otherwise the following will apply:
 - a. cancellation more than 28 days before trip – loss of deposit
 - b. cancellation 28 days or less – full payment for the trip
2. In all circumstances, you remain responsible for any additional costs incurred by the Trust that it cannot recover, such as for catering.
3. The Trust is not liable for any costs that you may have incurred (e.g. catering you have arranged) if the trip is rebooked for a different date.

Trip Operation

1. The Trust will endeavour to run the trip as booked but will not be liable for problems beyond our control such as canal closures and weather. In such circumstances we will seek to rebook your trip on another day. However, you remain responsible for any additional costs that we cannot recover, such as for catering.
2. The Boat will depart strictly on time. We cannot wait for late arrival of any of your party.
3. The duration of the trip as stated is an average time. The actual duration may vary due to canal traffic, blockages, lock operation or other causes. Please make sure sufficient parking charges are paid to cover any unintentional late return of the boat to the Wharf.
4. We are required by law to record contact details for all passengers over the age of 16 if you have not scanned the NHS Test and Trace QR code when boarding. Your details will be passed on to the Government Track and Trace Service if they request them. These records are destroyed after 21 days.
5. Dogs are not permitted on charter trips unless this has been agreed in writing at the time of booking. You are responsible for the behaviour of any dogs and for their welfare while on board.

Safety

1. The Skipper has overall authority on board and all passengers must comply with instructions given by or under the authority of the Skipper.
2. The Skipper's decision is final in all matters relating to safety. The Skipper may also vary or terminate the trip if necessary to ensure safety.
3. You are responsible for the behaviour of your party and liable for any damage caused by your party on the trip. The Trust is not responsible for loss of or damage to personal effects while on board.

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4. The Trust shall not be liable for any personal injury suffered by any passenger, caused by the passenger's negligence, whilst upon, embarking or disembarking from the boat.
5. A no smoking policy operates on all parts of our boats. This includes E Cigarettes and similar.
6. Should any of these conditions not be observed the Skipper may terminate the trip after due warning and no refund will be made.

Catering and Entertainment

1. Catering arrangements vary between boats. Please ask at the time of booking. Note that, as the boats are Licensed Premises, you are not permitted to bring your own alcohol on board except by prior agreement and the payment of a 'corkage' charge.
2. The Skipper may stop the sale or consumption of alcohol at any time. Licensing regulations shall apply to the sale and consumption of alcohol to persons under 18.
3. On some boats, you may bring entertainers, who will count as passengers. The volume and content of any entertainment must not be such as to cause disturbance or offend the crew, other canal users or nearby residents. Equipment brought on board must not interfere with or block emergency exits or cause trip hazards. Electrical equipment must be checked as safe in accordance with electrical regulations and must comply with any electrical power restrictions relevant to the boat.
4. On some boats the playing of recorded music may be possible. You are advised to check in advance.
5. In certain situations, the local Council may require a 'Temporary Event Notice' to be obtained, for which a fee is charged.