

Trent River Cruises Ltd

Terms And Conditions

RESERVATION AND PAYMENTS

1. It is the responsibility of the hirer to make sure that all the members of their party are aware of the conditions of hire, the cruise selected and menu requested.
2. A provisional booking will only be held for fourteen days. If no deposit is received within that time the date will become available for other clients. A booking will be confirmed when we are in receipt of a non-refundable or transferable deposit.
3. A booking form and invoice will be sent to the client upon receipt of the deposit. The booking form must be completed and signed and returned to Trent River Cruises no later than fourteen days prior to the date of the voyage.
4. The balance of **all monies must be paid ONE CALENDAR MONTH** prior to the date of the voyage in full. Without full payment Trent River Cruises will not be liable to supply the vessel for the voyage and will re-open the date.
5. Notification of any last minute increase in numbers or variation of menu are required 14 days in advance of the proposed cruise.
6. Full bar facilities are available throughout and therefore passengers must not board with drinks purchased off the premises.
7. No food must be brought onboard by passengers, however we do make exceptions for celebration cakes with prior notice.
8. Hirers own wine can be provided for one welcoming drink and one toast only, but a corkage charge of £5.00 per bottle will be applied.
9. Any imagery taken by company representatives or third parties working with the company may be used as promotional material unless specifically notified otherwise in writing

CAPTAINS CONTROL OF THE VESSEL

9. During the entire hire period, the vessel will remain under the complete control of the captain and/or crew as provided by the owners. If, for adverse weather, or other reasons, the captain considers it necessary to vary the scheduled trip, his/her decision is final and not negotiable.
10. The captain has the right to refuse passage to any person or persons, the reason for such refusal need not be stated, but should be in the interest of owners, vessel or persons or crew embarked.
11. Every effort will be made to adhere to agreed times of sailing, including departure and arrival at the mooring, but such agreed times will be approximate only, and may be altered at any time. The company does not guarantee that the vessel will commence or complete any journey, or any part thereof in any given time, or if conditions are beyond the control of the company. The company shall not be liable for any incurred costs.
12. Illegal Substances, threatening and abusive language or ill behaviour will result in the vessel being docked at the earliest convenience and the offender(s) being escorted from the boat. Any violence will result in the termination of the cruise and will be liable to prosecution of the offending person(s).
13. Misuse of life saving apparatus will result in the immediate termination of the cruise

LIABILITY OF OWNERS

14. The owners shall not be liable for any accident, loss or damage to persons embarked possessions, however caused during embarkation and disembarkation, whether this may be by negligence of the employees or otherwise.

DAMAGE AND LOSS

15. The hirers are liable for all losses, damage or breakages to any fixtures, fittings, machinery or equipment, particularly safety equipment e.g. lifebuoys deliberately thrown overboard and subsequently lost during the hirers period.
16. The company reserve the right, if necessary beyond their control, to cancel the said party, but will not be liable for expenses incurred by the hirer caused by such substitution or cancellation. The company also reserve the right to alter expense should circumstances beyond their control make this necessary. The company also reserve the right to charge interest on any outstanding debts @ 2.5 % on a weekly basis. Should the client have any cause for complaint the captain must be notified before the end of the voyage, complaints will not be accepted unless so notified. Any complaints must originate from the hirer.

CANCELLATION

If a voyage is cancelled by a client for any cause within one month of the voyage, then £100.00 in addition to the deposit paid is payable by the client unless the company is able to re-let that date. Fee for cancellations made under fourteen days notice- final account will be charged plus any ancillary charges.

Where a booking for 35+ (rendering the boat for exclusive use) has been made, to which the numbers decrease, a full charge will apply unless notified in writing at least one calendar month prior to sailing

Trent River Cruises Ltd

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The Trent Lady and The Nottingham Crusader are licensed premises and if any passenger is lucky enough to look under the age of 25, the crew reserve the right to ask for current photographic proof of age, prior to serving an alcoholic beverage. Acceptable forms of ID are Passport, Driving Licence, Validate Card or a Citizen Card.