



Terms and Conditions

1. Payment

Public Cruises and Small Boat Hire – Full payment for online reservation of public cruises and small boat hire is made at point of booking. Amendments can only be made to numbers if additional tickets are available and made through the online reservation system. Reduction in numbers must be requested by direct contact from the customer, and any refunds will be processed only on final agreement.

Private Charter and Special Packages - A £100.00 deposit is required to confirm the booking and must be paid for in advance and within seven (7) days, to reserve your preferred date and time. If deposit is not paid within seven (7) days, the date will be released. Payment can be made in person by cash, cheque or card. Payment can also be made by card over the phone, or by bank transfer upon request of details. Outstanding balances must be paid on the day unless you are a corporate client paying on an invoice. Any extra costs incurred during the cruise will be invoiced.

A 10% discount is included in all charges for river trips or cruises within Private Charter and Special Packages. This discount is not available for any food within the Special Packages. All prices shown in Special Packages are set by the partner business and outside of our control. These prices may be subject to change.

A minimum charge for the river trip or cruise will be levied on all Private Charter and Special Packages. All Special Packages are suggested trips and unless stated are for a 40-minute cruise. Longer trips are available for any Private Charter or Special Package and charged according to per head cost or the minimum charge. Longer trips must be agreed at time of booking.

Prices for Special Packages include drinks only where stated. Special Packages, drinks, supplements and any additional courses will be charged to you directly by the venue of your choice and must be paid for on the day.

2. Delay/Cancellation – By Hirer.

- Public Cruises – Public cruises booked online leave on the hour, and boarding commences 20 minutes before departure. No priority is given to online bookings and walk on tickets are always available to the public. During periods of high demand your seat cannot be guaranteed so early arrival is recommended. Every effort will be made to provide a seat on the next available cruise should a space not be available. We try to ensure that two boats are running at all times, so an additional public cruise will be running on the half hour. Extra boats and services are provided at peak periods reducing the wait further. If you miss your booked time of departure we will try to ensure a place is found on another cruise. Cancellation in advance by direct contact will result in no penalty of refund. No refund will be issued for no shows.
- Small Boat Hire – All small boat hire is booked on the hour. Priority is given to all online bookings where we can. During periods of high demand, we cannot guarantee the boat will be available immediately. During these periods the next available boat will be provided as soon as possible. Self-drive motor boats are only available for online booking during the week, but not at week-ends or Bank Holidays. Self-drive motor boats are only available on a first come basis during these periods. Any delay in arrival of online bookings may result in your hire being shorter, particularly during peak periods, though we will try to provide your full hire where ever possible. No refund will be issued for no show.

- Private Charter and Special Packages - Cruise times will be strictly adhered to, and any delay in arrival will shorten your cruise. A surcharge may be added for any hour or part hour required after booked cruise period. If in the unfortunate event that you must cancel your booking, we request that the cancellation be made by written notice by either letter or email. Avon Boating Ltd reserve the right to charge any cancellation fee that covers the fair cost of administration.

Cancellation by Avon Boating Ltd - We make every effort to ensure that departure/arrival times are met in all cases of hire but will not be liable for any expenses incurred by the hirer to any delays caused beyond our control. There may be occasions when the river will be restricted or closed by conditions of the river or the weather. On such occasions all or part of the charter fee will be given in refund.

3. Damage and Loss

Hirers are liable for any loss or damage to the vessel or equipment caused by them or persons in their party. Avon Boating Ltd do not take responsibility for any loss or damage to personal possessions. All passengers using any vessel, gangplank, steps, pontoons, landing stages etc do so at their own risk.

4. Food and Drink

You are welcome in bringing your own food and drink onboard any Private Charter by prior arrangement, though responsibility for glasses/crockery, set up and clearing, dietary requirements, waste and disposal solely belong to the hirer. Alcohol is not permitted on any small boat hire as set by the local authorities. Any hirer with alcohol will be asked to leave it in our possession until the completion of the hire. Any persons, in our opinion, under the influence of drugs or alcohol will not be permitted on any boat.

5. Wheelchair Passengers

We are unable to accommodate any person who is confined to a wheelchair on any of our boats. For this we apologise. All assistance will be provided to those that have limited mobility and are able to walk with assistance.

6. Passenger Safety

Passengers will not be allowed to board any vessel if their behaviour is likely to cause disturbance. Any person considered to be jeopardising the safety of the boat or passengers, or who causes offence or distress to any member of crew or other passengers will immediately be put ashore. The party organiser will be responsible for the behaviour of their party and it is the responsibility of the organiser/hirer to ensure the party are aware of these conditions.

7. Dress

Sensible footwear is recommended though not mandatory. For those who wear stiletto heels, please do not be offended if we ask you to remove them whilst boarding, it is done so for your safety. We accept no responsibility for injury to passengers caused by their footwear.

8. Images and Personal Data

On some occasions photographs or recordings may be made of our boats and cruises to publicise. If you prefer not to be photographed, please make us aware. Any information taken about you will only be used in the purposes of administration and where it is required by law and will be held with subject to GDPR (General Data Protection Regulations).