



Bristol Packet Boat Trips Ltd

Private Hire Terms & Conditions

Please ensure that you have read and understood these terms and conditions before embarking on any Bristol Packet vessel.

This document includes important information regarding the hire of any Bristol Packet Boat Trips vessel for private use and sets out rules and guidance which apply to ALL persons travelling on board.

By paying a deposit to secure your booking with Bristol Packet Boat Trips, you agree that you have read and understood these Terms and Conditions, and that you and your guests will adhere to the below guidance and Code of Conduct.

1. RESPONSIBILITY OF LEAD PASSENGER

The named customer on the booking confirmation is deemed to be the 'Lead Passenger' and is responsible for ensuring that all other invited passengers are made aware of the below information and guidance in advance of the booking date.

Where the customer named on the booking confirmation is hiring a vessel on behalf of another person, organisation or company, they are required to provide the name and contact details for an alternative Lead Passenger who will be responsible for the above.

The Lead Passenger is responsible for the actions of all accompanying passengers on board, and for any damage caused to the boat or its equipment by themselves or their guests. If the Lead Passenger is unable to attend the booking for any reason, they must designate another responsible attendee.

Having a Lead Passenger helps ensure that the booking runs smoothly and gives our crew a main point of contact on the day. The Lead Passenger is invited to discuss any requests or requirements that they may have with a member of crew at the start of the trip so that we can do our best to accommodate the preferences of the group.

Where there is concern regarding the inappropriate or unsafe behaviour of any passenger(s) on board, the boat crew will endeavour (wherever reasonably possible) to discuss this with the Lead Passenger in the first instance to see if an agreeable resolution can be found.

2. PASSENGER SAFETY AND CODE OF CONDUCT

The safety of all passengers and crew aboard any Bristol Packet Boat Trips vessel is of paramount importance. In addition to the policies and emergency procedures outlined in the Bristol Packet Boat Trips

Domestic Safety Management Code (reviewed and approved by the Maritime and Coastguard Agency), the below Code of Conduct is designed to ensure a safe and enjoyable experience for all.

Passenger Code of Conduct

All passengers on board a Bristol Packet Boat Trips vessel or on associated property must:

- Follow all instructions and/or directions from our crew, paying particular attention to the safety announcement given at the start of the trip and safety posters on display.
- Behave in a manner that is not abusive or threatening and is not likely to cause offence to other passengers, boat crew, other water users or members of the public.
- Demonstrate due consideration for their own safety and that of other passengers and our crew.
- At all times take care in their step when embarking, disembarking, or moving around on any vessel, landing stage or floating pontoon.
- Dress appropriately for their time on board: Flat, closed toe, non-slip footwear is advised.
- Treat all vessels and company property with due care and respect, leaving them in a tidy condition and making crew aware of any damage caused or other breakages.

The crew of any Bristol Packet Boat Trips vessel may, at their sole discretion, refuse to embark any passenger(s) where they reasonably believe that the passenger(s) are unduly intoxicated or pose a threat to the safety and comfort of other passengers, the boat crew, or to themselves.

Further to this the crew may, at their sole discretion, call for the forced disembarkation of passenger(s) or the early termination of the sailing where they reasonably believe that the passenger(s) on board are unduly intoxicated or pose a threat to the safety and comfort of other passengers, the boat crew, or to themselves.

Accordingly, where any such passenger(s) have been refused embarkation or requested to disembark, or where the inappropriate or unsafe behaviour of passengers on board results in the early termination of the trip, the customer will be expected to bear all expenses as agreed in advance of the booking and will not be entitled to any refund.

3. CONSUMPTION OF ALCOHOL

We follow Government guidelines regarding alcohol licensing laws and operate a Challenge 25 Policy. Passengers of all ages are welcome on board Bristol Packet Boat Trips vessels, however no person under the age of 18 is permitted to purchase alcoholic beverages.

The crew of any Bristol Packet Boat Trips vessel reserves the right to refuse admission to, or request the disembarkation of any passenger(s) who appear to be unduly intoxicated with alcohol or under the influence of drugs.

Crew members reserve the right to refuse the sale of alcoholic beverages if they have reason to believe that they may be consumed by a passenger in, or approaching, an advanced state of intoxication.

All Bristol Packet Boat Trips vessels are licensed premises and customers are not permitted to bring their own drinks on board. Where express written agreement has been given in advance for a wedding or similar celebration to provide their own beverage for a toast, a corkage charge must be agreed in advance of the booking and is due on the day of the trip.

4. COMPLAINTS

Any complaint or problem arising during a booking should be raised by the customer or Lead Passenger in the first instance with a crew member on board the vessel so that where possible this may be satisfactorily addressed immediately.

In the event of any complaint or problem that cannot be satisfactorily resolved on board, the customer should contact Bristol Packet Boat Trips in writing (info@bristolpacket.co.uk) to voice such concerns and can expect a timely response. All complaints are given due consideration and where necessary will be escalated to senior management for appropriate action and/or response.

5. LIABILITY

Bristol Packet Boat Trips Ltd shall not be held liable for any personal belongings, valuables, or equipment lost, damaged, or stolen during the boat trip. Passengers are advised to secure their belongings and adhere to safety guidelines provided by Bristol Packet Crew.

Bristol Packet Boat Trips Ltd shall not be held liable for any accidental injury, medical illness, or death caused by or sustained on board our vessels, or while embarking or disembarking a Bristol Packet vessel unless proven by law to be directly caused by the negligence of the company or its staff.

By embarking on a Bristol Packet Boat Trips vessel as a guest on a private hire booking, all passengers acknowledge that they have read, understood, and agreed to the terms and conditions set forth.

6. CANCELLATION

We endeavour to run all bookings at the times and date agreed. However, we are sometimes affected by severe weather conditions, restrictions to navigation or mechanical issues which are out of our control.

If for any reason Bristol Packet Boat Trips is unable to run the trip that you have booked, a potential alternative will be offered wherever possible. If the alternative options offered are not suitable, you are entitled to a full refund of all amounts paid.

If you need to cancel your booking, the following Terms and Conditions will apply:

- **Cancellation more than one month before the trip** - Your deposit will be refunded in full by bank transfer (please allow up to 10 days).
- **Cancellation between two weeks and one month before the trip** - Your deposit can be transferred to use towards another trip on another date subject to availability and agreement with Bristol Packet Boat Trips staff.
- **Cancellation two weeks or less before the trip** - Your deposit will not be refunded and you will not be able to use your deposit towards another booking unless specifically agreed in writing by Bristol Packet Boat Trips staff.

Bristol Packet Boat Trips Ltd (Wapping Wharf, Gas Ferry Road, Bristol, BS1 6UN), reserves the right to update or revise these Terms and Conditions as necessary and without prior notice.