



Booking and Cancellation Policy



All tickets for our public sailings must be paid for in advance, unless agreed with Bristol Packet staff.



Groups larger than six passengers are required to contact our ticket office by phone or email to book.



We endeavour to run our public trips at the time and date advertised.
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 are unable to run the trip that you have booked for, an alternative date for the same trip will be offered wherever possible.

If the alternative date(s) offered are not suitable, you are entitled to a full refund of your ticket costs.



Our boat trips run in all weathers rain or shine!

Inclement weather is not considered sufficient cause for late cancellation, and many of our public trips are on covered and heated boats.

If you are worried about weather conditions affecting your trip, call our office for an update.



If you need to cancel your tickets the following terms and conditions will apply:

Cancellation more than one month before the trip

- Your tickets can be transferred to the same trip on another date (subject to availability), or you can request a full refund of your ticket costs.

Cancellation between two weeks and one month before the trip

- Your tickets can be transferred to the same trip on another date (subject to availability). If an alternative date cannot be found, you are entitled to a voucher for the equivalent value of your tickets to use towards another booking.

Cancellation two weeks or less before the trip

- The option to transfer your tickets to another date will only be offered under extenuating circumstances. You are not entitled to any refund of your ticket costs.

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