

Broads Tours Passenger Trip Boat Terms and Conditions

In these conditions 'we'/'us' refers to Norfolk Broads Direct Limited trading as Broads Tours. At Broads Tours we operate a fleet of four double decker passenger boats and one single decker passenger boat.

From Easter or 1st April (whichever comes first) until 31st October we run a daily timetable of river trips. At other times of the year we operate special events such as Santa and Festive trips in the winter and Mother's Day in March. In the months from November until the start of the next season we can put on a trip for a group or coach party if there is a minimum number of 25 passengers.

We also hire three of the passenger boats for private charter and operate educational discovery trips for school and youth groups.

We have a different set of Terms and Conditions for the different activities that we offer, please see the appropriate heading below:

Terms and conditions for scheduled trips, General

All trips depart from and return to Broads Tours, Wroxham

All trip times and durations are published on our website and Broads Tours leaflet. On rare occasions these times may be subject to change without notice.

All trips are subject to a minimum number of passengers.

Trips may be cancelled due to circumstances beyond our control, these include but are not limited to; adverse weather conditions, lack of water, breakdown of the vessel

All trips will start to board a minimum of 15 minutes before departure.

We can accommodate a small number of manual wheelchair users on each trip. We are not able to accommodate electric or very large manual wheelchairs. It is always at our discretion whether we accept certain types of wheelchairs on board.

It is advisable that all wheelchair users telephone our office in advance to reserve spaces. We advise that wheelchair users and other people requiring extra assistance to board arrive approximately 30 minutes prior to the scheduled departure time.

The skipper remains in charge of the boat during the trip, for health and safety purposes all passengers must comply with any instructions given by the skipper or the crew.

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The skipper may refuse to carry any passenger, or may direct any passenger to disembark, where the behaviour of that passenger is liable to cause nuisance or offence to the other passengers, or put their own, or the safety of the other passengers, the crew or the vessel at risk.

There is a licensed bar on board each passenger boat, therefore no alcohol may be brought on board. The crew reserve the right to refuse to sell alcohol to an individual, and if they feel it necessary, they will ask to see photo id. Please note it is illegal to purchase alcoholic drinks for anybody under the age of 18.

Smoking is not permitted in any area of the boat on timetabled trips.

We shall not be liable for any loss, damage or delay to you or your party whilst embarking or disembarking from the boat or during the voyage unless such loss is caused by the negligence of the skipper or crew.

Additional Terms and Conditions for scheduled trips for members of the public buying tickets on the day

All tickets must be purchased on the day of the trip either by cash or card. Classes of ticket are either adult or child. For these purposes a child is aged 5 – 15 years old. Children under five years of age go free of charge, we will issue a boarding pass for all under-fives.

Tickets issued are for specific sailing times and vessels, they are not transferable. If a person is unable to go on a trip after purchasing a ticket, we will, at our discretion, issue a ticket for an alternative trip that day. A refund will not be payable.

Additional Terms and Conditions for scheduled trips for groups of 15 or more people

We offer discounts to coach companies and private groups that bring parties of 15 or more people.

To qualify for the 15% trade discount, the booking must be made directly by the coach business. For private groups, eg WI groups, a 10% discount will be applicable.

A provisional group booking can be made by telephone or email. Provisional bookings can be held for up to 14 days. To confirm at provisional booking Broads Tours, require a completed booking form and the stated deposit. Booking forms can be downloaded from our website or requested from our office.

If a completed booking form and deposit are not received within this period, the reservation is automatically cancelled.

Upon receipt of the signed booking form and deposit, Broads Tours will issue written confirmation of the booking.

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The deposit forms part payment of the cost of the trip, it is not refundable.

Final numbers and the balance of the cost of the trip are due 14 days before the trip date.

If you are compelled to cancel your booking, Broads Tours must be notified immediately by you in writing. If the booking is cancelled more than 14 days before the trip date only the booking deposit will be forfeited. If the booking is cancelled with less than 14 days' notice, the coach company / group leader will remain responsible for the full payment of the group price.

On the day of the trip the group leader / coach driver should call into the booking office to collect boarding passes.

Coach companies with a credit account

Certain approved coach companies that work with us on a regular basis have a credit account with us. These account holders are not required to pay a deposit, we will invoice the full amount after each trip. The relevant discount will be awarded providing the numbers on each trip are 15 or more.

On arrival the coach driver will be required to present a signed voucher stating the number of passengers. We will exchange the voucher for boarding passes.

Invoices should be paid within seven days.

Terms and Conditions for Private Charter

Three of our passenger boats: The Queen of the Broads, The Vintage Broadsman and the Cordon Rouge, are available for Private Charter.

A provisional booking can be made by telephone or email. A provisional booking can be held for up to 14 days. If a completed booking form and stated deposit are not received within this period, the reservation is automatically cancelled. Booking forms can be downloaded from our website or requested from our office.

Upon receipt of the signed booking form and deposit, Broads Tours will issue written confirmation of the booking.

The deposit forms part payment of the cost of the charter, it is not refundable.

The balance of hire is payable 14 days before the charter date. If the booking is made within 14 days of the charter date, the total hire fee is required at the time of booking. If the balance of the charter cost is not received by the 14 days prior to the hire, Broads Tours will cancel the booking and the hirer may still be liable for the full balance.

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Booking cancellations; If you are compelled to cancel your booking, Broads Tours must be notified immediately by you in writing. If the booking is cancelled more than 14 days before the charter date only the booking deposit will be forfeited. If the booking is cancelled with less than 14 days' notice, the hirer will remain responsible for full payment of the charter price and the cost of goods or services incurred on the hirer's behalf.

The charter booking is accepted on the understanding that the craft booked will be placed at the hirer's disposal on the date and time confirmed to the hirer. In the unlikely event that the cruise should not be possible through circumstances beyond our control (mechanical breakdown, bad weather etc) - we will make every effort to provide an alternative boat, this however, cannot be guaranteed. Should it not be possible to provide an alternative boat all monies paid prior to this will be refunded in full and the contract shall be discharged without further liability on either party.

During the hire period the vessel is under the complete control of the skipper and crew. The skipper's decision is final in all circumstances concerning the safety of the vessel. The hirer remains responsible for the conduct of the passengers during the charter and for any loss or damage to the boat caused by the passengers.

For certain parties e.g. people under 25 years of age, and office parties, an additional security deposit of £500.00 will become payable. In instances such as this we require the signatures of two people on the booking form who will remain sober and responsible for the behaviour of the guests throughout the trip.

The hirer shall make good and or pay for all losses, damages or breakages to any fixtures, fittings or equipment on the vessel during the hire period.

Broads Tours will not be liable for any injury, damage, loss or delay to persons, or their possessions whilst located on Broads Tours premises or vessels howsoever caused, unless it can be proven to be caused by the negligence of the company, its employees for whom it is responsible.

Broads Tours may at the discretion of the skipper vary the course of the voyage should circumstances make this necessary. The company does not guarantee that any vessel will commence or complete any journey or any part thereof in any given time or if conditions are beyond the control of Broads Tours.

No liability can be accepted for loss, damage or expense occurring as a result of breakdown during your cruise.

Broads Tours reserves the right to alter prices and timing without prior notice.

Our vessels are licensed by the Maritime & Coastguard Agency to carry a maximum number of passengers. This limit must under no circumstances be exceeded. A passenger is defined by law as any person over one year of age.

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If on-board catering is required, it is the responsibility of the client to liaise with the chosen caterer directly.

The hirer can provide their own catering or use an alternative caterer for cold buffets only. The only supplier that is permitted to provide hot food is Cawdrons.

If on-board entertainment is required it is the responsibility of the client to liaise with Norwich Artistes or Norfolk Jazz directly. An alternative entertainer may be sourced by the client.

We require a Private Charter Environment Noise Control to be signed by all providers of on-board entertainment. If an acceptable level of noise cannot be agreed upon the skipper will have the authority to cut off the power supply to any amplifiers.

There is a licensed bar on board each passenger boat, therefore no alcohol may be brought on board. With prior arrangement, the hirer may bring in wine to the booking office which Broads Tours crew will serve as a reception or toast drink only. A corkage charge will be made for this.

A bar account can be opened. If the charter is in the daytime and ceases during office hours, this account is payable on the day. If the charter is in the evening, the bar account will be payable the next day. This can be done by card over the telephone or in person in the booking office.

The crew reserve the right to refuse to sell alcohol to an individual and if they feel it necessary, they will ask to see photo id. Please note it is illegal for people to purchase drinks for people under the age of 18.

Details of the charter such as catering, bar account, entertainment requirements should be clearly stated on the booking form. The charter may be varied by Broads Tours, or its employees should circumstances make this necessary.

Terms and Conditions for Evening Music Cruises

Broads Tours operates a programme of Evening Music Cruises during the months of July and August.

Evening Music cruises must be booked in advance by telephone or online.

All evening music cruises tickets are for the date booked only, they are not transferable.

All evening music cruises depart from and return to Broads Tours, Wroxham

All trip dates and the entertainment providers are published on our website and Broads Tours leaflet. On rare occasions the entertainer may be subject to change without notice.

All trips are subject to a minimum number of passengers.

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Trips may be cancelled due to circumstances beyond our control, these include but are not limited to; adverse weather conditions, lack of water, breakdown of the vessel

All trips will start to board a minimum of 15 minutes before departure.

There is a licensed bar on board each passenger boat, therefore no alcohol may be brought on board.

The crew reserve the right to refuse to sell alcohol to an individual and, if they feel it necessary, they will ask to see photo id. Please note it is illegal for people to purchase drinks for people under the age of 18.

Broads Tours do not offer any discounts on Evening Music or any other special event.

It is not possible to accommodate wheelchair users on our Evening Music Cruises.

Evening Music Cruises are not suitable for young children.

Terms and Conditions for Santa Cruises

Santa Cruises must be booked in advance by telephone or online.

At the point of booking we will need to take the full name, gender and age of all children in order to select the appropriate gift

All Santa Cruise tickets are for the stated date and time, they are not transferable.

All trips depart from and return to Broads Tours, Wroxham

All Santa Cruises departure times are published on our website and Broads Tours leaflet. On rare occasions these times may be subject to change without notice.

All trips are subject to a minimum number of passengers.

Trips may be cancelled due to circumstances beyond our control, these include but are not limited to; adverse weather conditions, lack of water, breakdown of the vessel

All trips will start to board a minimum of 15 minutes before departure.

Refreshments are provided as part of the trip; it is essential that we are informed of any special dietary requirements in advance.

Parents / guardians are permitted to take photographs of their own children with Santa

It is not permissible to photograph any other children

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It is not possible to accommodate wheelchair users on our Santa cruises

Terms and Conditions for Educational Discovery trips

Broads Tours offer educational trips for school and youth groups for groups of up to 60 people.

Discovery trips can include a tour of Hoveton Great Broad Nature Trail. The group will be split into two or three smaller groups to take a tour around the Nature Trail. These groups will be led by Natural England Wardens, Natural England volunteers and Broads tours staff

Discovery trips must be booked in advance, it is recommended that the lead adult / teacher phone in to discuss the topics that they would like to cover during the trip.

A signed booking form with a stated deposit will be required, final numbers and balance will be due 14 days before the trip. Schools that come to Broads Tours on a regular basis will not need to pay a deposit, the full balance will be invoiced following the trip.

The costs for Discovery trips are displayed on our website. Please note there is a minimum charge for Discovery trips, please see here <https://www.broadstours.co.uk/broads-educational-discovery-river-trips/>

Additional terms and conditions can be found on the Discovery Trip Code of Conduct <https://www.broadstours.co.uk/wp-content/uploads/2019/04/Code-of-Conduct-Discovery-Trips-2019.pdf>