

Terms & Conditions

1 Payment

- a) The booking will be secured when the Company receives the completed booking form and 50% deposit.
- b) The balance of hire is due 8 weeks before the charter.
- c) For bespoke charters and/or activity days, the final number of guests must be confirmed 10 days prior to the event.
- d) We do not provide onboard credit for the bar. If you wish to run credit, a valid credit card must be supplied in advance.
- e) Corporate charters that require an invoice, must complete a credit application form.

2 Passengers

- a) The number of passengers shall not exceed the numbers stated for the appropriate boat and type of hire.
- b) Adult supervision for minors shall be provided by the applicant as required by the Company.
- c) The hire is for members of the party and guests only. Tickets may not be sold to the general public.
- d) Due to the heritage nature of our vessels and for your safety, please inform your guests that high heeled shoes are not permitted.
- e) Smoking is not allowed on board the boat or on the piers.
- f) Passengers may only board and disembark via the gangway.
- g) It is the responsibility of the applicant to communicate 2b, d, e & f to all members of their party.
- h) Please throw confetti away from the main Piers and Pier Houses. As part of our environmental charter to prevent pollution, this product must be environmentally friendly.
- i) Pier side charters are subject to restriction, for health & safety reasons passengers are not allowed to leave the vessel unless authorised by the skipper. The times for these charters must be adhered to and passengers must finish the charter when instructed to do so. Failure to comply may result in a fine of £500 to cover excess costs.

3 Cancellation

- a) The Company may cancel or alter the charter in the event of emergency, breakdown, strike, cancellation for bad weather or, for any other reason outside its control, without being liable for any loss or damage.
- b) On cancellation by the Company as in 3a above, the Company will refund the total amount paid to date. If weather conditions allow, charters will continue by the Pier. A 20% refund will be issued to the hirer.
- c) The deposit will not be refunded if the Applicant cancels the charter. If the cancellation is less than 14 days before the charter then the full charge will apply.
- d) The Captain of the vessel may cancel the charter and land any passengers if in his opinion their conduct is such as to endanger themselves, the vessel, the crew or any other persons or property. There will be no refund of the cost.

4 The Company

- a) Will have the boat prepared for music and buffet, if confirmed in writing as marked above.

5 Company's Right

- a) The Company reserves the right for any of its personnel to board the vessel during the charter.
- b) All electrical equipment to be used on board must have a current/in date portable appliance test certificate. We can issue these in advance of your charter.
- c) All caterers recommended by us have signed a Catering Code of Conduct. No other caterers will be permitted on board the vessel.
- d) Amplified onboard music/voice entertainment must be kept to a reasonable volume which will not be a nuisance to our lake shore neighbours. The Skipper will monitor this to ensure compliance.

6 Alcohol

- a) No alcohol may be taken onboard the vessel, except with prior written agreement. A corkage charge is then applicable. Should any person/s be found consuming their own alcohol, the Captain may cancel the charter and/or land any passengers, see 3d) above.

7 Loss or damage

- a) The Applicant will be responsible for any loss or damage occasioned to the vessel or the Company by any member of the party. Visit our website for detailed wheelchair access information.

TOTAL COST	£
Hire fee	£
Extras (packages)	£

The applicant agrees to charter the named vessel for a cruise as detailed overleaf and on the terms and conditions of charter.

Applicant's signature

DEPOSIT ENCLOSED	£
(50% of hire fee)	

Date:

For office use only

BALANCE DUE ON:

Accepted on behalf of the Company

Deposit Receipt issued

Balance Received

FB Sent

Diary Entry Completed

Balance Receipt Issued

AC Sent

Tel: 017684 82229
Fax: 017684 82669

Email: enquiries@ullswater-steamers.co.uk
www.ullswater-steamers.co.uk

Ullswater Steamers, The Pier House
Glenridding, Cumbria, CA11 0US