

CONDITIONS OF HIRE

1. **Booking:** A cruise is booked only when a Booking Form is completed and signed and the deposit has been received. The contract will then exist between the person who has signed the Booking Form (the Hirer) and The Lee Valley Boat Centre (LVBC). Provisional bookings will be held for a maximum of 7 days, after which time LVBC reserve the right to offer the date to other customers without further reference. It is the responsibility of the Hirer to make sure all of their party are fit to travel.
2. **LVBC** reserve to right to refuse any booking for any given reason.
3. **Balance of Fee:** The balance of the fee must be paid 14 days prior to departure date by cheque, debit card or cash. After this time numbers paid for cannot be reduced.
4. **Credit Cards:** LVBC no longer accept credit cards as a method of payment.
5. **Cancellation By the Hirer:** If a cruise is cancelled within 21 days of the departure date, the deposit cannot be refunded. If a cruise is cancelled with less than 10 days notice the full balance will be required. The balance will be calculated from the minimum number of persons accepted on the booked cruise. Any notice of cancellation must be in writing. An administrative charge of £25.00 will be applied to all of the above.
6. **Cancellation By LVBC:** LVBC will endeavour to honour all bookings, however if circumstances beyond our control arise we may be required to cancel any bookings. We will try to re-arrange an alternative date and time. If not possible, a credit/refund will be given. No further liability will be accepted
7. **Availability:** LVBC reserve the right to cancel a cruise if circumstances beyond their control make it necessary. In such circumstances, if a suitable alternative cannot be provided, all monies paid will be refunded and there will be no further claim against LVBC.
8. **Minors:** Bookings can only be accepted from persons over 21 years of age who must also be on board.
9. **Food:** All food must be booked 10 days in advance of cruise. Self-catering (food or drink) is not permitted on board Lady of Lee Valley. You are not able to mix different cruises in a single booking. Any variations to our stated menus and cruises will always incur extra charges. Own drinks are not permitted on board 'Lady of Lee Valley' excluding a celebration cake.
10. **Safety:** The instructions of the Skipper and crew must be obeyed at all times. Passengers are only permitted in areas of the vessel designated for the purpose of passenger transport. Unruly behaviour likely to constitute a safety hazard will terminate the cruise wherever the vessel is located. Passengers may then be asked to leave the vessel and LVBC will have no further responsibility to return such passengers to the embarkation point and there will be no refund of monies paid.
11. **Time of Arrival:** If the departure of the boat is delayed by late arrival of any of the Hirer's party LVBC may reduce the cruising time by an appropriate amount. Access to the boat is available 15 minutes before departure. At the end of the booked time passengers must vacate the boat.
12. **Duration of Cruise:** Every effort will be made to conform to the stated duration time of the cruise, but no liability can be accepted for variations in the duration of the cruise.
13. **Personal Property / Injury:** LVBC cannot accept responsibility for any damage of personal effects or for personal injury unless caused by LVBC negligence.
14. **Damage to Craft or Fittings:** The Hirer will be held responsible for any damage caused by members of their party to the boat, its fittings or to third parties and will be charged for such damage. LVBC has full Public Liability insurance.
15. **Children:** Unaccompanied minors are not permitted as passengers. The safety and behaviour of children is the responsibility of the accompanying adult.
16. **Smoking** will not be permitted inside the boats.
17. **VAT** does not apply to trips with or without food. Drinks bought at the bar are subject to VAT at current rate.