



PASSENGER TERMS & CONDITIONS

CRUSADER COMMUNITY BOATING

Hire Charges

Crusader Community Boating offers free boat trips for recognised organisations supporting disabled and disadvantaged people, elderly people in care homes and children in primary schools in Northamptonshire. There are no fixed charges for those falling within these categories but a voluntary donation to allow us to continue providing the service is most welcome. For all other groups, bookings are classed as Private Charter Trips and are chargeable at the agreed rate.

Safety Management policy of Crusader Community Boating operating on the Grand Union Canal & River Nene in Northamptonshire

Booking Information

- Booking of trips are accepted via our web site only. No booking can be accepted by telephone, text, email or any other means. Clients should submit a trip request following the instructions on our web site. This will generate an offer of a trip from our bookings team. This trip offer will be subject to confirmation by the client along with receipt of a £50.00 returnable booking deposit for all **Group Bookings**. This deposit must be paid within 14 days of our offer of a trip otherwise we retain the right to offer the date to another group. We will email you with confirmation of all trip details. The £50.00 deposit is held as a guarantee of the group's attendance and will be returned to the trip organiser following a request for a refund at the end of the trip. If no request is made during your trip, the booking deposit will be treated as a donation towards the cost of your trip. NOTE: Your £50.00 deposit will be forfeited if you cancel your trip with less than 48 hours notice. Notice must be given by phone call to the Boat Manager and backed up by email.
- In the case of **Individual Bookings** for a disabled person with one or two carers, a returnable booking deposit of £10.00 is payable as above.
- In the case of Private Charter Bookings, a £50 deposit is payable at the time a booking is confirmed, the balance becomes payable at the start of your trip.

Health & Safety information; requirements/instructions and conditions of use for users of the Crusader Community Boating vessel.

General Information

Crusader Community Boating:

- Complies with all relevant legislation, statutory instruments and guidance in force at the time of hire applicable to passenger carrying vessels operating on UK inland waterways
- Provides: trained, CRB cleared crew at legal manning levels to operate their boat when on hire. The Master in charge of the boat will hold a current Boatmaster Licence. Crew training includes boat management; first aid; use of on-board firefighting equipment; emergency evacuation and person over board procedures. Periodic rescue exercises take place with the local Emergency Services

- Equip their boat with adequate lifesaving aids e.g. life belts, firefighting equipment and 50 person first aid kits with associated accident report book to legal requirements. The boat has current and legal Certification by the Maritime and Coastguard Agency authorising the carriage of passengers.
- Have a written Safety Management Code and a Search and Rescue Plan (lodged with local emergency services) covering the designated river and canal routes. Both documents are available for inspection on the boat, but by law cannot be removed from the boat. We provide insurance to cover employee and public liability.
- At the beginning of a trip the Boatmaster or deputy will deliver a verbal announcement in English to all passengers, outlining basic boat evacuation procedures and potential safety hazards (both inboard and outboard), that may be encountered on route. This announcement is supplemented by prominent notices in English displayed on the boat. Carers in particular are advised to read these notices. Groups must provide their own interpreters where needed.
- The Boatmaster or deputy will take a record of actual passenger and crew numbers, destination and departure time of vessel at the commencement of the trip.

The boat is equipped with:

- Disabled toilet facility and wheelchair access
- Hot and cold running water available on tap
- Galley (kitchen) facilities
- Central heating

IMPORTANT - Do Not Attempt Resuscitation (DNAR Policy Issues)

Crusader Community Boating occasionally carries passengers known to be in the advanced stages of terminal illness. Such persons may experience sudden cardiac arrest. Crusader Community Boating has a duty to attempt the resuscitation of a person at all times. Where the relevant, current and correct written advance directive to the contrary is provided by the person concerned, duly countersigned by a notary public official, Crusader Community Boating will respect their wishes. This may create issues with organisers of events, client groups and other agencies. The position of Crusader Community Boating is clearly stated to the organisers of trips or events, involving the use of their boat and this must be taken into consideration by the organisers prior to the commencement of any trip so as to avoid any misunderstanding should the need arise.

Responsibilities of the Hirer

- The hiring group is responsible for ensuring that they have an adequate risk assessment in respect of their own activity. Crusader Community Boating has deposited its risk assessments, associated Safety Management System and Search and Rescue Plan with the Maritime and Coastguard Agency. The issue of a Passenger Certificate and endorsements is conditional on all risk assessments (including implementation of the Means of Access Regulations), general and emergency procedures and crew qualification/training, and the aforementioned documents being in place and audited. The Local Emergency Services also have copies of our Search and Rescue Plan. Crusader Community Boating has a current Passenger Certificate and are audited twice yearly by The Maritime and Coastguard Agency and annually by internal qualified auditors. All crew have competence audits annually. Reference should be made to the Boatmaster or the Boat Manager if there are any concerns about the adequacy of risk management or identification of new risks or hazards.
- Crusader Community Boating requires that all hire groups have a group leader and an adequate number of supervisory staff to cope effectively with an emergency and cater for

the safety and welfare needs of all group members in their charge throughout the trip. Suitability and qualification for role and allocation of staff is the sole responsibility of the group's administrators and/or leaders. The Boatmaster reserves the right to refuse passage to any group where it considers the number of supervisors to be inadequate. The group leader must hold an up to date list of all group members and identify any special needs (if not obvious) which need to be catered for during the trip. A copy of the list should also be lodged with their own on shore administrator of the group as good practice. Passenger numbers must not exceed the numbers stated on the vessels Passenger Certificate.

- Domestic gas and/or electrical appliances are available for passengers use whilst on board. Only supervisors and crew may use these facilities. Help and advice is available if required.
- Any emergency or incident involving a passenger must be brought to the attention of the Boatmaster or crew, especially where medical help may be needed. At any given time the boat can be up to ½ hour from the nearest road access or safe access point. It is therefore important that group supervisors co-ordinate with crew to ensure that liaison with emergency services take place with minimum delay.
- In an emergency, the group supervisors have an important role - having specialist knowledge of their charges, and their needs. This expertise will be called upon to help passengers remain calm and ensure an orderly evacuation where necessary.

Alcohol/Drugs

- Where alcohol is brought on board, under no circumstances must it be consumed by or be in the possession of any person under the age of 18 years. Persons who are suspected of being under the influence of alcohol or non-prescription drugs will be denied access to the boat. Only prescribed drugs are allowed on board, either in possession of or held on behalf of passengers. Passengers are not permitted to drink excess alcohol on board or arrive for the trip under the influence of alcohol.

Passenger Behaviour

- Group supervisors are responsible for the close supervision and management of their charges. Group organisers on all trips are responsible for the conduct of their group. It is important that peer pressure be brought upon any group member in the event of anti-social behaviour; failure of which may result in a trip being aborted.
- Any anti-social behaviour by passengers whether due to alcohol, drugs or not will result in access to the boat being denied or cancellation/termination of the trip.
- We have a zero tolerance policy against any form of threat or violence to any of our crew whether it is perceived or actual

Waste Management

- Clinical or sanitary waste, such as incontinence pads, wipes and sanitary pads, generated, must be removed from the boat for disposal by the group. **BRING YOUR OWN WASTE BAGS** as Crusader Community Boating has no facilities for such disposal. Damage has been caused to toilets by disposal of pads, wipes and bulky items and groups found to be responsible for such damage will be required to pay for repair/replacement. All domestic waste generated during the trip **MUST** be packed and removed from the boat by the group after each trip. On no account must rubbish be thrown into the river or canal.
- A **NO SMOKING** policy is in place throughout the boat. This includes the use of E-cigarettes.

General

- Passengers must remain in designated areas of the boat at all times and not intrude into crew working areas, which are clearly marked. Passengers must ensure that all parts of their body remain within the confines of the guard rails on the boat at all times. This is

particularly important when passing through locks, under bridges, near overhanging vegetation or during boat manoeuvres.

- Under no circumstances are passengers allowed to handle or operate boat equipment, e.g. controls, folding tables, ropes, windlasses, lifts, or machinery.
- Whilst embarking, disembarking or travelling on board passengers are required to cooperate with all instructions issued by crew members for their own safety.

Catering

- Crusader Community Boating provides crockery and cutlery, tea towels, hand towels and washing up facilities. The group must provide all refreshments, milk and food to suit their needs. Preparation of food and drink must be undertaken by the group, which is also required to clear up and leave the galley and cabin area clean and tidy. Bin bags are provided for this purpose. There is provision for a stop at a waterside pub for lunch. If groups require this option, menus are kept on board to pre-order your food.

Operation of the Vessel

- It must be understood by the hirers that the crew's responsibility on the boat is limited to ensuring the safe access and carriage of passengers and the operation of the vessel with the safety and comfort of passengers and crew in mind. Crew, whilst willing to give assistance and advice to groups, must not be distracted from their duty to provide a safe trip at all times.

Passenger Numbers

- Mountbatten Crusader has a voluntary limit to carrying 20 passengers for comfort. HOWEVER, this is reduced if any wheelchairs are taken on board as follows:

- 1 wheelchair: maximum number of passengers (including wheelchair user) is 18
- 2 wheelchairs: maximum number of passengers (including wheelchair users) is 16
- 3 wheelchairs: maximum number of passengers (including wheelchair users) is 14
- 4 wheelchairs: maximum number of passengers (including wheelchair users) is 12

This will ensure that comfort levels are maintained and everyone has the option of being inside the enclosed cabin area in the event of inclement weather.

- Wheelchairs are limited to no more than 4 per trip (a legal requirement)

Cancellations and Delays

- Where a group is unable to fulfil a booking, Crusader Community Boating must be informed no less than 5 days before departure date using the telephone number displayed on our website. This is so other groups on the waiting list may be given the opportunity to fill the vacant trip. Any booking deposit will only be returned if another group can be found to fill the cancelled date.
- Crusader Community Boating makes every effort to adhere to agreed times for departure and return. However, we reserve the right to cancel or amend any trip. Delays and cancellations take place for a variety of reasons such as navigational hazards and stoppages, boat and lock traffic and other circumstances beyond our control. Groups will be advised of such cancellations and delays as soon as possible. Replacement trips can be offered subject to crew availability.

APPENDIX

DUE TO A DISTURBING INCREASE IN MISUSE, IT IS NECESSARY TO REMIND CLIENTS OF THE CONSEQUENCES OF ABUSING THE TOILET FACILITIES.

OUR BOAT IS FITTED WITH A STANDARD BOAT TOILET. THIS MEANS THAT THE WASTE OUTLET IS MUCH SMALLER THAN YOU FIND IN A HOUSE. IT ALSO MEANS THAT LARGE ITEMS SUCH AS INCONTINENCE PADS, WIPES, SANITARY PADS CANNOT BE FLUSHED AWAY. SOME PASSENGERS HAVE BEEN FORCING THESE OBJECTS DOWN THE TOILET. WHEN THIS HAPPENS, TWO THINGS OCCUR: AT THE TOILET END - THE OBSTRUCTION JAMS THE MECHANISM, MAKING IT INOPERATIVE. IN THE HOLDING TANK - PART OF THE OFFENDING OBJECT FINDS ITS WAY INTO THE NARROW OUTLET PIPE AND BLOCKS IT. IT IS THEN IMPOSSIBLE TO PUMP OUT THE CONTENTS OF THE TANK. THE HOLDING TANK FOR TOILET WASTE HAS TO BE PUMPED OUT PERIODICALLY, TO MAKE ROOM FOR CONTINUED USE.

TO RESPECT PASSENGERS DIGNITY WE WILL NOT PROVIDE A BOAT TRIP UNLESS THE TOILET FACILITIES ARE WORKING. IF THE TOILET IS INOPERATIVE WE HAVE TO CANCEL TRIPS UNTIL THE SYSTEM IS REPAIRED.

THE MINIMUM COST OF REPAIR IS NOW £250. CLIENTS WHO CAUSE BLOCKAGES THROUGH MISUSE WILL BE CHARGED THE FULL AMOUNT FOR UNBLOCKING AND REPAIRS.