

The River Stour Trust (RST) is a registered charity (No. 257806) and proceeds from our boat operations go toward the restoration and conservation of the River Stour Navigation. RST has adopted the Inland Waterways Association (IWA) Certificate of Boat Management scheme for its boat operations. All crew are volunteers that are fully trained and assessed to this standard. We have completed risk assessments for our boat operations (including Covid-specific).

Our terms relate to all our passenger boat operations (pre-booked trips, walk on cruises, events). There are some differentiations between the types of trips offered at various locations (booking process, duration of trip, cooperation with others e.g. businesses, venues).

By proceeding with a boat trip, you agree to our terms and conditions as follows:

GENERAL

1. Passenger numbers are subject to load capacity (average 82.5kg per person).
2. Wheelchair users - restrictions apply so contact RST to check availability and/or make a booking.
3. Passengers are defined as: Adult (aged 12 years+), Child (aged 1-11 years), Baby (under 12 months).
4. Lifejackets are provided and must be worn by those aged under 12 years old.
5. Anyone aged under 12 years old should be accompanied by a parent/guardian.
6. Anyone aged under 16 years old must be accompanied by a parent/guardian to access certain venues such as public houses.
7. Dogs are permitted aboard (additional nominal fare) will apply only if this has been agreed in advance with River Stour Trust and any other relevant parties (such as any riverside venues to be visited).
8. Smoking or Vaping is not allowed in the proximity or aboard any of our boats. Boats have inherent dangers of hydrogen gas from battery charging or petrol vapour both of which can be highly explosive.
9. A safety address will be provided by RST volunteers before the cruise. Please listen to and follow the guidance and advice given which is for the safety of everyone.
10. The River Stour Trust reserve the right to refuse, cancel or amend any booking/trip to ensure the safety and comfort of our passengers and volunteers. Reasons can include:
 - a. cancellations take place for a variety of reasons such as navigational hazards and stoppages, boat and lock traffic and other circumstances beyond our control.
11. Our boats will not operate under the following circumstances:
 - a. Any anti-social behavior before or during the trip. We have a zero-tolerance policy against any form of threat or violence whether it is perceived or actual.
 - b. RST will regrettably cancel cruises at short notice in the case of adverse weather and/or stream conditions. In this instance, please liaise with the office to discuss options.
12. If you need to cancel your booking please contact us at your earliest opportunity:
 - a. In advance – call RST office on 01787 313199 (weekdays only, no later than 12pm the day before).
 - b. On the day – call the number provided.

HENNY SWAN LUNCH CRUISES

13. These terms are specific to Henny Swan Lunch Cruises (scheduled and private charters).
 - a. *The Granary:*
 - i. The Sudbury boats are moored at RST venues and these might be in use for other purposes such as private functions (including weddings).
 - ii. On such days, every effort must be made to avoid disruption to other activities so please be mindful of your designated areas and potential noise disturbance.



- iii. Alternative building entrance must be used to access the shared toilet facilities.
- b. *Henny Swan - Scheduled weekend trips*
 - i. A block booking has been arranged allowing for our maximum boat capacities. Therefore, when you book the boat, RST will be able to confirm your table booking.
 - ii. You must clarify your group size during the booking process or contact us because it impacts arrangements at The Henny Swan.
 - iii. Please note The Henny Swan is currently accepting maximum group bookings of 10 people.
- c. *Henny Swan – Private Charters*
 - i. Please liaise directly with The Henny Swan to confirm arrangements for your party.
- d. *Henny Swan - General*
 - i. Your own food/drinks cannot be consumed at The Henny Swan nor on the boat/s whilst moored there (unless this has been agreed with the pub in advance).
 - ii. You can view Henny Swan seasonal menus on their website. If you need to discuss anything specific with the pub then please contact them directly.

COVID-19 SPECIFIC

All passengers, visitors and RST personnel will follow advice to ensure the safety of yourself and others, including:

14. BOAT CAPACITIES & BOOKING RESTRICTIONS

Our boats are adhering to social distancing and indoor meeting regulations (excluding John Constable) so will be operating differently and at a reduced capacity until restrictions are lifted.

The current boat capacities and booking restrictions are outlined on our website (www.riverstourtrust.org) and our online booking page (<https://bookwhen.com/riverstourtrust>).

- a. Bookings per boat must abide by the limits as follows:
 - i. Rule of 6 (children and babies all count towards the limit of 6, but the party can be made up from multiple households) or;
 - ii. More than 6 persons means the 2 households limit applies (each household can include an existing support bubble, if eligible)
 - iii. A minimum booking fee per boat may apply for some trips and this regardless of your group size and/or whether it comprises children/babies.

15. Cleaning &/or Sanitising:

- a. The boats will undergo a cleaning/sanitising procedure before and after each trip for a clean and safe environment for our passengers and volunteers.
- b. Everyone should take the opportunity to wash/sanitise their hands at appropriate intervals:
 - i. Hand sanitiser will be available to passengers before boarding and onboard, but we do suggest you also have your own.
 - ii. Hand washing facilities (water and soap) are available at RST venues.

16. Test & Trace:

- a. Everyone aged over 16 years old should check-in upon arrival. Please help RST meet its legal duty to share contact details with NHS Test and Trace, upon request.
 - i. NHS COVID-19 app users can scan (check-in) using QR code posters at RST venues.
 - ii. Anyone without the app, or choosing not to use the app, should leave their contact details with us (this can be done in advance for pre-booked cruises).

17. Social Distancing:

- a. Everyone should make every reasonable effort to comply with the government's social distancing guidelines of 2 metres or 1 metre+ with risk mitigation (when 2 metres is not viable). Fresh air helps to dilute the virus in occupied spaces.
- b. Maintain social distancing wherever possible and avoid all physical contact with those outside of your household/support bubble
- c. Understand that social distancing may not be possible during a rescue or administration of first aid and that this may increase your risk of subsequently contracting Covid-19 or being asked to isolate.

18. Covid Symptoms: - No one should attend the event in any capacity if:

- a. If they or a member of their household/support bubble have COVID-19 symptoms within 14 days before the event (a high temperature, a new continuous cough or a loss or change to sense of smell or taste)
- b. If they have tested positive for coronavirus or is waiting for a test result
- c. If they have been contacted by the official NHS Test & Trace service
- d. This includes following the guidance on how long you should isolate for, any additional guidance if you have been advised to shield or government advice on travelling abroad and re-entering the UK.

19. FACE COVERINGS - Government guidance explains that you should "wear a face covering in indoor places not listed here where social distancing may be difficult and where you will come into contact with people you do not normally meet.... unless an exemption applies."

a. *Passengers:*

- i. All those aged over 11 years need to have a face covering (unless an exemption applies).
- ii. Face coverings will be mandatory at The Henny Swan until you are seated to eat or drink.
- iii. Face coverings need to be worn whilst boarding and disembarking the boat.
- iv. We intend to provide adequate ventilation by opening/removing windows - RST personnel will clarify when face coverings can be removed.

b. *RST Personnel - if face coverings are being worn they will be removed (as per Government guidance) in the following instances:*

- i. during the lock operation as it is a "strenuous activity" and the wearing of a face covering "would negatively impact [their] ability [to undertake the activity]."
- ii. Or in any instances to "avoid harm or injury, or the risk of harm or injury" to themselves or others.

ACCEPTANCE & VARIATIONS OF TERMS AND CONDITIONS

20. RST reserves the right to alter these Terms and Conditions and charges at any time and without notice.

21. Proceeding with a booking/boat trip denotes your understanding and acceptance of these Terms and Conditions.

We thank everyone for their cooperation assisting with an enjoyable cruise along the River Stour.

River Stour Trust • Registered Charity No. 257806

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