

## B Boat: Terms & Conditions

1. Ticket is valid for on the B Boat Tour only for the time and date stated on the ticket.
2. The boat cannot wait for latecomers, refunds will not be given.
3. The ticket remains the property of the company and must be made available for inspection by the conductor or driver on demand.
4. The B Boat Tours are suitable for young children under 6.
5. Children aged 15 and under must be accompanied by a paying adult.
6. Children between 0-11 years of age may be subject to a discount.
7. Tickets:
  - a. For Groups (+ 10 people)
    - i. We require a 50% down payment of the total bill in order to ensure the booking which is non-refundable
    - ii. 3 weeks prior your booking we require the full payment which is non-refundable
8. We reserve the right to cancel or suspend services as deemed necessary and without issuing advanced notice. In the event of a tour cancellation a full refund for tickets purchased, or transfer to an alternative tour is available.
9. If the tour is stopped for some reason after the first half hour, we can offer you a place on another tour, free of charge, subject to availability.
10. Conditions of carriage are subject to the provisions made by the Public Passenger Vehicles Act 1981; full details are available from our office.
11. The B Boat Tours take no responsibility for items left on the boat, personal items are carried at the owners risk and The B Boat can take no responsibility for items damaged or lost.
12. Smoking is not permitted on the boat.
13. B Boat Tours reserves the right to refuse entry to intoxicated persons, and will not tolerate in any way abusive or threatening behavior to staff. In such instances tickets will not be refunded.
14. B Boat Tours asks that passengers are mindful of others during the tour, and anyone behaving in a disruptive manner will be asked to disembark.
15. Wedding hire. If hiring the boat for wedding transport customers must take out their own wedding transport insurance, as the B Boat Tours cannot accept liability for alternative transport provision in the event of serious mechanical or technical failure of the boat.
16. The nature of the function shall be notified to the Company at the time of booking and the Company may in its absolute discretion and without giving any reason refuse to let

the vessel to the Hirer. The Company reserve the right, from time to time, to request an additional deposit against damages/breakages for functions where no catering is required. If in its absolute discretion the Company considers that security services are required for the function, these will be organized by the Company at the Hirer's expense. No refunds can be given in respect of such expense.

17. The Hirer agrees to reimburse the Company for any additional expense for cleaning or repairs as a result of the use or misuse of the vessel by the Hirer or any guest before, during or after the function, fair wear and tear excepted.
18. Nothing shall be affixed to any part of the vessel by the Hirer or any guest by any means whatsoever without the prior consent in writing of the Company. Nothing should ever be used that will leave residual marks.
19. Basic initial charges are as specified in the accompanying Menus and Tariffs booklet. However, wines, spirits, beers and other beverages will be charged as taken and are available on board the vessel at fixed prices (the Hirer will be asked and is obliged to sign for any items on account at the end of the function).
20. The Hirer is not permitted to take on board the vessel any beverages or food for use during the hiring, unless by prior written agreement of the Company. All beverages and/or food brought on board, by arrangement or otherwise, will be subject to a corkage and/or handling charge.
21. The Hirer and his guests will not be permitted to board the vessel more than 15 minutes prior to the embarkation time.
22. The embarkation and disembarkation time and place cannot be guaranteed by the Company, which will however use its reasonable endeavours to comply therewith. NB: For operational reasons the vessel must depart no more than 20 minutes after berthing at the embarkation or disembarkation place unless a longer embarkation/disembarkation has been pre-booked.
23. The Captain will endeavour to bring the vessel alongside 15 minutes before the times stated on the Booking Form overleaf to facilitate embarkation and disembarkation but Clause 19 above should be noted.
24. No animals or birds may be brought upon the vessel without the written permission of the Company.
25. The Company reserves the right to substitute another vessel (of a similar capacity) and, if necessary, for reasons beyond its reasonable control, to cancel or amend the booking in any way, but the Company will not in such circumstances be liable for any loss, damages or other expenses whatsoever incurred by the Hirer due to such substitution, cancellation or amendment.
26. If the Hirer has any comments during the function the Captain or Function Manager will be

happy to discuss these with the Hirer at any time. Any complaints must be notified to either the Captain and/or Function Manager at the time of the function and then re-stated in writing to the Company no later than 3 working days after the function. Failure to comply with these requirements will relieve the Company from any liability whatsoever in respect of the said complaints.

27. During the function, the vessel will remain under the complete control of the Captain. If for weather, tide or any other reason whatsoever the Captain considers it necessary to vary the function in any way whatsoever, his decision will be final and the Company shall be under no liability whatsoever for any such decision.
28. All prices may be subject to change without notification.
29. Please be aware that "Thames Luxury Charters" operate a Classic Private Motor Yacht and as such whilst they try their utmost to maintain the boats to the highest standards on occasion the boats may encounter mechanical problems. In the event of a breakdown we will attempt to fix the problem.
30. BB Afternoon Tea Ltd is not responsible for any damage caused by the infringement of the rules.
31. These Terms and Conditions shall be governed by English Law and any dispute or other matter arising out of or in connection with them shall be subject to the exclusive jurisdiction of the English Courts.

The B Boat Tours Access Policy. It is not the policy of the B Afternoon Tea Ltd to discriminate in any way against employees or passengers regarding disability, gender, race, sexual orientation or religious beliefs. The boat is owned and operated by Thames Luxury Travel but managed by B Afternoon Tea Ltd. We aim to make our booking process as accessible as possible by providing Internet and phone booking facilities. A large print version of our terms and conditions and booking information can be downloaded from this website.

Please note:

The journey time is approximately 2 hour and 30 minutes.

There are toilets on the boat.

The B Afternoon Tea Ltd actively seek ways to include as many people as possible, and has a long term commitment to developing tours which can cater for diverse audiences within the physical confines of the boat, whilst adhering to DDA guidelines.

Personal Data. The B Afternoon Tea Ltd will not share any customer information with third parties, and retains financial information only for the duration of the transaction. If you have subscribed to the B Boat tours mailing list you can unsubscribe at any time and your details will be removed from the system. The B Boat Tours are responsible for all online transactions; the website is owned and managed by B Afternoon Tea Ltd.