

## Terms and Conditions for John Bunyan Boat Public Trips

This booking is made by the purchaser (You/Your) with Bedford & Milton Keynes Waterway Enterprises Ltd, a wholly-owned subsidiary of Bedford & Milton Keynes Waterway Trust (We/Us/Our).

Please note: Personal data from your booking is collected and stored by Us in order to process your booking. Our Privacy Policy is available at [www.bmkwaterway.org](http://www.bmkwaterway.org)

By accepting these Terms and Conditions You are deemed to have read them and agreed to ensure that everyone included in Your booking will comply with them.

1. You agree that You will comply with all the instructions and reminders for your cruise included in Your booking confirmation.
2. You must arrive at the Boarding Point 15 minutes before departure time, so there is time to board safely, and your Cruise can leave on time. We will not be liable if you miss this deadline.
3. You will ensure that all children under 18 are accompanied by adults who are responsible at all times for their safety and behaviour (maximum 3 children per adult) and that each adult with special behavioural needs is accompanied by an experienced carer.
4. Tickets must be booked online in advance no less than 72 hours before departure date and shown when boarding.
5. Tickets must be purchased for Adults and Children over the age 1 years, Babies under 1 years do not require to purchase a ticket.
6. All pre-ordered food items must be selected and notified at the time of Booking. Changes will not be accepted less than 3 working days before the cruise date
7. At the end of your Cruise, you must leave the boat within 15 minutes, taking all your personal belongings. We take no responsibility for any items left on board.
8. You can update, transfer or cancel Your booking, free of charge, up to 14 days in advance of the trip date (for public cruises). In these cases, a full refund is given. After these times no further changes, transfers or cancellations can be made.
9. You will book a wheelchair ticket for each wheelchair user (maximum two on public cruises. The wheelchair can be a maximum 1190mm wide/900mm deep, and wheelchair plus user maximum 200kg. If a wheelchair ticket is no longer required, inform us immediately. Wheelchair users must either be able to manoeuvre independently or be accompanied by a suitably qualified carer. Mobility scooters are not permitted on board.
10. At all times during your cruise you must follow the instructions of the crew (Boat Master, Helm, Purser, Deckhand and Cabin crew) and behave in a safe and reasonable way, not causing nuisance, annoyance, danger or inconvenience to any other person.
11. There may be occasions when, for safety reasons, the Boat Master in charge of the boat must cancel the cruise in advance, for example, due to bad weather, river conditions (high river level / high flow rate) disruption to the river, volunteer availability or boat failure. In such cases an alternative cruise will be offered or a full refund is given of fees paid. We will not be liable for any consequential losses incurred by You.
12. If during any cruise any accident, incident, or threatening, abusive, insulting, or disorderly behaviour, occurs which puts the safety of the boat or people at risk, the Boat Master may stop the cruise, call emergency services, close the Galley Bar, or offload passengers and crew. In such instances, refunds are at Our discretion, depending on the circumstances involved.
13. Only guide dogs and assistance dogs are allowed on board.
14. No smoking or vaping is allowed anywhere on board or at the boarding point.
15. Due to space restrictions, we cannot accept on board, or at the boarding point, any pushchairs, scooters, folding wheelchairs, mobility scooters, or bulky bags.
16. You are liable to repay Us for any damage caused directly or indirectly by You, or members of Your group, to crew, guest and property.
17. Except in the case of death or personal injury caused by Our negligence, Our liability in connection with the running of a public cruise shall not exceed the sum paid by You for Your booking. Our liability for death or personal injury caused by Our negligence is limited to a maximum of £5 million.
18. By paying for this Booking, you are deemed to have read and accepted these Terms and Conditions and ensured that all members of your group are aware of them.
19. These Terms and Conditions and any dispute arising out of them shall be governed by English Law.