

Terms and Conditions for Nottingham Narrowboat Project

Payments

* These will be taken at the time of booking through the website. In exceptional circumstances payment can be made in person by prior arrangement with the operations manager, this being in cash or card form.
* All trips must be paid in full 4 weeks prior to date of trip taking place.

Cancellation

* If the trip is cancelled with more 4 weeks’ notice you will be charged a £20 admin fee and monies returned if already paid
* If trip is cancelled 2 – 4 weeks prior to the trip you will be refunded 50% of the fee.
* If trip is cancelled within 14 days of trip taking place you will be refunded 25% of the fee
* For all cancelled trip you will be given the option of rearranging another suitable date, subject to availability without being charged a fee, if the subsequent trip is cancelled also by the group, you will occur the above charges.
* Trips can only be rearranged once except in exceptional circumstances.
* In the event of adverse weather Nottingham Narrowboat Project may have to cancel your trip, in the event of this happening you will be offered a replacement day, there will be no additional fee charged to the group, or you will be offered a full refund.

Passengers

* Megan and Tinkers Leen can carry 12 passengers each – this number cannot be exceeded.
* A list of all participants including staff of group must be carried by group leader.
* Tinkers Leen can carry a maximum of 2 permanaent manual wheelchair users. We are currently unable to accommodate electric wheelchair users and mobility scooters but can transfer into manual wheelchair.
* A maximum of 2 small pushchairs can be carried on each boat. We do have secure storage in the workshop where you can leave pushchairs for the duration of your trip.
* The group leader and all participants must always follow instructions of the Skipper and crew.