

HOW IT WORKS.....

Private trip Booking Process

- 1. PROVISIONAL BOOKING** - is when we have pencilled your date in our diary while you discuss arrangements with your party. This reserves the boat for a 7 day period.
We will make the boat available again after 7 days if confirmation has not been received.
- 2. CONFIRMATION** of your booking requires payment of the deposit of £100.00 to be cleared funds in our account to confirm the requested time and date.
- 3. FINAL BALANCE** - After the deposit of £100 is paid to confirm the booking the final balance is due at least 4 weeks prior to your trip date. This includes payments for any food and extras.
- 4. BOOKING FORM** - Please return the completed booking form at least 4 weeks prior to the trip -if you have any queries about the form or the details required from you please contact us.
- 5. PICK UP POINT** – Make sure you know your pick up location and confirm this in your booking form. We have 17 landing stages around the harbourside. Please visit our website for more information.
- 6. BOAT** - When making the booking you may specify the particular boat you'd prefer. Please let us know if numbers in your party are changed.
- 7. CORKAGE** - **Weddings only.** £2 corkage charge per head.
- 8. FOOD/CATERERS** - We use have a few recommended caterers please ask us for menus or you can view them on our website.
- 9. YOUR OWN FOOD** - You are welcome to bring your own food on-board. There is a £15.00 surcharge to cover clearing up costs. Please contact us to arrange if you'd like to deliver food to us prior to your trip
- 10. MUSIC** - Our boats Brigantia, Matilda and Emily are fitted with MP3 cables to enable you to connect your music device to our PA system.
- 11. DECORATIONS** - You are welcome to provide a limited number of decorations, we kindly request no party poppers or confetti on board. Please contact us about delivering decorations prior to your trip. Please blow up balloons before dropping off.
There is a £10.00 clear up fee for decorations.
- 12. BAR-NB.** Not applicable to our open boats; Independence and Margaret.
 - Bars are available at request. Drinks preferences are for guidelines to help us stock bar. We aim to cater as closely to your needs however, we do not order specific brands in for individuals or groups. Please find the drinks list on our website.
 - **Bringing your own alcohol is not permitted on our licensed boats; Brigantia, Matilda & Emily.**
 - **I.D may be required for the purchase of alcohol on board the boat as in pubs.**
- 13. ENTERTAINMENT** - We do not accept strippers or 'butlers in the buff' please inform us of any other 'entertainment you might have planned at the point of booking.
- 14. BAR TABS** – Please contact us in the office if you would like to run a full or partial bar tab for your trip. In the case of a full bar tab we will need to take your card details in advance, payment will come out of your account

the next working day and we will send a full VAT receipt to your requested point of contact. Partial bar tabs must be paid in advance by any of our payment options.

15. PUB STOPS - Your pub selections are preferences only, and while we attempt to book your choices we cannot guarantee availability. If your choice is not possible then we will book similar and not inform of change. Please contact us 3 days before the trip if you need to know where and when you have been booked.

TIPS FOR TRIPS

- High heels make getting on and off the boat tricky so we don't recommend them.
- Warm clothes are highly recommended, it's always a bit cooler on the water.

PUBS

Note: While we try to book you into your preferred pubs we cannot guarantee availability. If your original choice is not available we will book you into an alternative of a similar style.

CIDER

The Orchard

The Orchard has been selling cider on the premises for 150 years, previously as the 'White Horse' (est. 1834-1980s). It now goes from strength to strength. Stocking over 20 still ciders along with a few bubbly. Selection of cask ales also available.

[Our stop 9](#)
[Ss Great Britain](#)



The Apple

On a beautifully converted Dutch Barge in the heart of Bristol's Old City, the Apple has an informal, unpretentious charm and friendly, funky staff - as well as a wide array of specialist cider and perries!

[Our stop 13](#)
[Welshback](#)



CRAFT BEER/SPECIALTY ALE

Wild Beer at Wapping Wharf **No fancy dress**

Situated by the new CARGO development at Wapping Wharf and overlooking the harbour and the Matthew – this light, modern and airy establishment employs outside space, 22 delicious wild and crafty draft beers as well as multiple cans and bottles.

[Our stop 10](#)
[Wapping Wharf](#)



King Street Brewhouse

The King Street Brewhouse is an urban style city centre pub with its very own micro-brewery, creating our own cask and keg beers! This eclectic range is complemented by an ever changing array of guest craft brews from the local area and the USA.

[Our stop 13](#)
[Welshback](#)



COCKTAILS

Bar Aqua

No Fancy Dress, No Stags

Modern Harbourside bar and restaurant serving cocktails. Great for smaller groups

[Our stop 13](#)
[Welshback](#)



HISTORIC

Llandogger Trow

Built in 1664, the Llandogger Trow boasts a Tudor-style whitewashed exterior with black timber beams, and is packed to the rafters with history, with tales of Blackbeard the Pirate, the novel Treasure Island and their own ghosts!

[Our stop 13
Welshback](#)



Nova Scotia Hotel

A historic Bristol dockside pub offering a variety of cask conditioned ales and a wide selection of ciders, lagers and spirits. Relaxed, family and dog friendly

[Our stop 6
Nova Scotia](#)



The Ostrich

Bringing a whole new meaning to 'watering hole', this 18th-century pub sits on the harbour side at Bathurst Basin. Serving craft beers and classic fare, with the added bonus of a huge waterfront terrace, this is a great spot to take in the views of the harbour

[Our stop 12
Bathurst
Basin](#)



The Seven Stars

Tucked away on a cobbled street under the shadow of St Thomas the Martyr Church in Redcliffe is the Seven Stars Inn. Dating back to the early 1600s this is one of Bristol's oldest character pubs and Bristol's original 'Beer Museum'.

[Our stop 14
Redcliffe Back](#)



The Shakespeare Tavern

In 1777 the Shakespeare Tavern became a dockside inn supplying refreshment for ship workers and warehousemen. Today the Shakespeare offers 5 cask ales, 3 draught ciders, 4 draught lagers and over 15 different types of wine.

[Our stop 2
Prince St
Bridge](#)



OTHER

The Cottage Inn

Traditional family pub with outside seating for balmy summer days/evenings, cosy interior for the cooler ones.

[Our stop 7
The Cottage](#)



The Mardyke

Cheap drinks, good beer, a friendly atmosphere and a jukebox, this a great traditional local pub.

[Our stop 4
Mardyke](#)



The Golden Guinea

'Bristol's best backstreet boozers'. A refurbished old pub with leather sofas, graffiti art and a terrace.

[Our stop 12
Bathurst Basin](#)



The Old Duke

Old Jazz pub with live music every night situated on cobbled old King Street in the heart of Bristol.

Named after Duke Ellington, The old Duke is covered in paintings & photographs of the music.

[Our stop 13
Welshback](#)



No fancy dress The Grain Barge

The Grain Barge is a relaxed and friendly bar/restaurant on a converted transport barge with spectacular views across Bristol harbour and the iconic ss Great Britain.

[Grain Barge
Private Landing Stage](#)



No fancy dress. No Stags The Pumphouse

Family/Foody Pub at the Hotwells end of the harbour in the old pump house. There is a big outside area – great for taking in the harbour views.

[Our stop 5
The Pumphouse](#)



The Knights Templar

Great for larger groups this is a single room Wetherspoons on the bottom two floors of a modern building.

[Our stop 17
Temple Meads](#)



Totos Wine bar

Tucked-away waterfront bar with comfy sofas - this cosy modern wine bar had outside seating and a lounge for TV sports.

[Our stop 14
Redcliffe Back](#)



Louisiana

Wood-floored pub and former seafarers' hotel with renowned ticketed live music venue upstairs.

[Our stop 12
Bathurst Basin](#)



TERMS AND CONDITIONS

- If an event booking form is completed by an individual other than the named group contact, it is the responsibility of the named group contact to ensure they are able to attend the event.
- Booking forms are where you confirm in writing all your requirements, details and that you have read these terms and conditions. We require booking forms to be filled out and returned to us 4 weeks prior to the trip date.
- Without receipt of your booking form and subsequent payment your trip(s) we will not provide the booked trip.
- Without receipt of your booking form 4 weeks prior to your trip date we may need to determine your pick up points and pub stops ourselves and reserve the right to do so.
- Bristol Community Ferry Boats Ltd reserve the right to change the boat used due to unforeseen circumstances.
- In the event of damage to our boats or loss of our property, the person or company who has booked the trip will be accountable.
- If a booking has not been confirmed with an agreed deposit or issue of an invoice within 7 days BCFB Ltd reserves the right to make the booked boat available again without notice.
- Private trips will not take place without full payment showing as cleared funds in our account. BCFB Ltd reserves the right not to provide a trip which has not been paid for in full unless a prior arrangement has been made in writing by us.
- For bookings accepted with purchase orders, invoices will be sent via email to the name and address provided on the booking form and must be paid on the due date stated on the invoice.
- Invoices are available to companies and educational organisations only.
- Payment must be made in pounds Sterling by cheque, credit/debit card, cash or BACS.
- In the case of making payment from outside UK, transfer and bank fee are the responsibility of the client.
- We welcome family groups, however, we will not accept bookings for groups of under 25 year olds unless they are accompanied by 4 responsible adults. A good behaviour bond may apply.
- **Good Behaviour Bond:** The returnable £200 good behaviour bond applies to ALL Stag parties and parties for those under the age of 25. ALL private trips are also subject to a good behaviour bond at the discretion of our office team. Provided our Behaviour Policy is adhered to the £200 good behaviour bond shall be returned electronically to the Individual responsible for the booking when you call us in the office on the next business day.
- **Intoxication:** If passengers are in a condition where it is unsafe for them to board a boat they will not be allowed on board. If at any point during the evening Crew become concerned for the safety of anyone on board we reserve the right to abandon the trip. There will be no refund of your bond.
- **Costumes:** Please note some pubs do not allow costumes
- In the event of anyone causing a danger to our crew, boats, other passengers, themselves or other members of the public we reserve the right to refuse to start or abandon a trip part way through to ensure our passengers safety or to prevent damage to our boats.

- In the event of unsuitable or abusive behaviour to our crew, members of the public or other passengers we also reserve the right to refuse to start or abandon the trip and any good behaviour bond will be retained by BCFB Ltd.

GOOD BEHAVIOUR POLICY

- All private trips are subject to a good behaviour bond at the discretion of our office team. This includes ALL Stag parties and parties for those under the age of 25.
- In the event of the following behaviours we reserve the right to **refuse to start** or **abandon the trip** part way and any **good behaviour bond** paid will be retained by BCFB Ltd.
 - Guests have put themselves or the crew in any danger or potential danger.
 - Guests have behaved in a rude and aggressive manner towards the crew, other members of the public or pub staff.
 - Guests have damaged any part of the boat.
 - Guests have damaged any part of the bars and pubs visited during the trip. · Guests have been in a state of undress on the boat or in the bars - Our reputation is extremely important within.
 - Guests have brought their own alcohol on our licensed boats (Brigantia, Matilda, Emily).
 - Guests have brought drugs on-board any of our boats.
 - Guests have caused need to call the police.
 - Guests have been thrown or have jumped in the water during their trip.
 - Guests have been kicked out of any of the pre-booked pubs.
 - Guests have ignored the safety requirements outlined by crew.
- **Pay attention to the safety announcement on-board. · Listen to the crew - they are there to ensure passengers safety or to prevent damage to our boats.**

*Hopefully you will have a great time and be a pleasure to have on board. In this case if you have paid a good behaviour bond, **please call the office on the next working day to reclaim your deposit.***

CANCELLATION & AMENDMENTS POLICY

The appropriate cancellation charge will apply based on the cost of your booking, as shown below;

Calendar days notice before the start date of the event	Refund applicable
more than 28 calendar days	The deposit is non-refundable but transferable
28 - 22 calendar days (inclusive)	30% refund of full cost is refundable
21 – 15 calendar days (inclusive)	20% refund of full cost is refundable



14 - 1 calendar days (inclusive)	No refund will be given
Failure to attend	No refund will be given

The only reason for us to cancel a trip is very high winds or when instructed to do so by relevant harbour authorities.

In the event of cancellation of an event by BCFB Ltd, we will endeavour to inform the trip organiser as soon as possible before the event is due to take place, although please be aware that this is not always possible. All event fees paid will be reimbursed in full, or the payment will be transferred in full to another BCFB Ltd trip. BCFB Ltd shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Force Majeure

- Bristol Community Ferry Boats Ltd. shall not be liable to refund of fees or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Please take a copy of this form for your records. Please sign and date the booking form to confirm you have read these terms and conditions.