

## Hiring for Events

Thank you for choosing Bristol Ferry. We have been serving Bristol's waterways since 1977 and are delighted to showcase our fantastic city to people from all over the world.

We are aware that choosing a boat for a party or any other occasion is often a new experience for our customers and can lead to a lot of different questions, which we will endeavour to answer within this document.

However please don't hesitate to call up our friendly team with any queries so we may tailor the perfect event for you and your guests.

Call: 0117 927 3416

Email: [info@bristolferry.com](mailto:info@bristolferry.com)

## Testimonies

Over the last 5 years we have proudly been collaborating with different businesses across the South West.

- [UK Brewery Tours](#) host the regular "HMS Hops" events on board our ferries. Guests enjoy a beer tasting on board, as they travel across the Bristol Harbour to enjoy different local breweries.
- [Beese's](#), one of Bristol's most famous and enchanting riverside venues, host an annual calendar of events. We work in partnership to transport customers from the city centre in scenic style.
- [The Cider Box](#) hosts "Cider and Cheese" tasting tours on board across the Summer, increasing customer awareness and access to their local urban cidery

## The Boat Options

### Which Boat is the best venue for your event?

We have a fleet of four ferries – each with different facilities and features to suit your needs. Click on the name of each boat to find out more.

Boat	Licensed Bar	BYOB	PA System	Toilet	Seating	Shelter	Capacity
<a href="#">Brigantia</a>	Yes	No	Yes	Yes	Indoor & Outdoor	Roof	30
<a href="#">Matilda</a>	Yes	No	Yes	Yes	Indoor & Outdoor	Roof	30
<a href="#">Independence</a>	No	Yes	Yes	No	Outdoor Only	Canopy	25
<a href="#">Margaret</a>	No	Yes	No	No	Outdoor Only	Small Canopy	18

## Pricing

Boat	2 Hours	1 Hours	½ Hour *
Brigantia	£450	£250	180
Matilda	£450	£250	180
Independence	£400	£225	160
Margaret	£350	£225	140

## The Booking Process

1. **To input your trip as accurately as possible, we can only accept bookings over the phone.** We will take the provisional details of your event.
2. To secure your booking, you are required to pay a £100 deposit. This is non-refundable, however you are able to transfer your deposit to a future date, for either the same booking or a different occasion.
3. Final payment is taken 2 weeks ahead of your trip date, passenger numbers, further details or amendments may also be made up until this time.
4. You will receive email updates from our server. As these usually contain links or documents, they can sometimes be filtered out into your junk mail so please add [trips@bristolferry.com](mailto:trips@bristolferry.com) to your contacts.

## Your Booking Form

**In your initial confirmation email you will receive a link to your booking form where we gather as much information as possible to ensure your booking is as requested, and you can review your booking, or add any amends.**

Your form will request the following information:

1. **Start and Finish Locations**

Make sure you know your pick-up and drop-off locations and confirm this in your booking form. We have 16 landing stages around the harbourside. We have a map of locations within this document, however if you are unfamiliar with Bristol and need advice, please call us and tell us where your group will be before and after, and we can advise the most suitable locations for you.

2. **Boat**

When making the booking you may specify the particular boat you'd prefer. Please let us know if numbers in your party have changed, as this may affect your final balance, or exceed the safe limit of passengers for that particular vessel.

### **3. Catering**

We have a fantastic selection of caterers and recommendations, please ask us for menus or you can view them on our website. We can either provide catering at the beginning of your trip, or collect an order during your journey. Catering costs will be included in your Final Balance.

### **4. Own Catering**

You are welcome to bring your own food on-board. There is a £15 surcharge to cover clearing up costs. Please contact us if you'd like to deliver food to us prior to your trip and we can arrange for our crew to set up a food table as they prepare the boat.

### **5. Music**

Our boats Brigantia and Matilda use Bluetooth speakers, whilst Independence is fitted with an MP3 cable to enable you to connect your phone or music device to our PA system. This fits into a standard headphone jack. We unfortunately cannot accept DJ Decks on board due to low wattage. Any electronic devices should be PAT Tested.

### **6. Bar**

A licensed bar is provided on Brigantia and Matilda. "Drinks Preferences" are guidelines to help us stock the bar appropriately before departure. We aim to cater as closely to your needs; however, we do not order specific brands in for individuals or groups. We reserve the right to ask for ID before serving alcohol.

### **7. BYOB**

You are allowed to bring your own drinks on our open-top boats; Independence and Margaret. Bringing your own alcohol is not permitted on our licensed boats; Brigantia and Matilda. You are not permitted to bring your own alcohol into any of the venues you visit en route.

### **8. Bar Tabs**

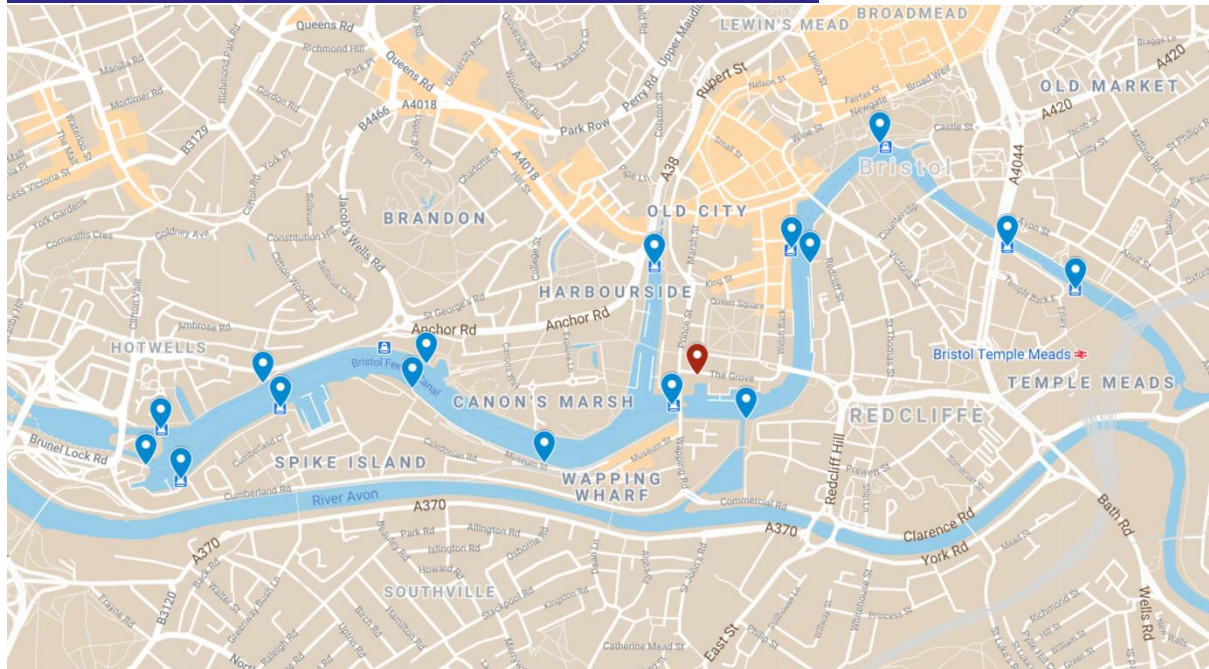
Please contact us in the office if you would like to run a full bar tab for your trip. In the case of a full bar tab, we will need to take your card details in advance, payment will come out of your account the next working day and we will send a full VAT receipt to your requested point of contact.

## **Our Map**

This map indicates where our 16 different Ferry Stops are. You can use this to determine the most suitable choices for your start and finish locations. We will always choose a route that shows you the most of the Bristol Harbour, depending on where you start, visit en route and then finish.

If you are unfamiliar with Bristol – you can always ask for us to suggest where the best places are for you to start and finish, if you know where you will be staying, what activities you have planned before or after, we can choose the most appropriate places for you and your group.

[Click here for our Ferry Stop names and Head Office location.](#)



## **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 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 four 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 four weeks prior to your trip date we may need to determine your start, finish locations and venues 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 one working day 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 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.
- 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 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 or fancy dress.

## **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.

- Guests have brought their own alcohol on our licensed boats (Brigantia or Matilda).
- 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 Good Behaviour Bond.***

## **Cancellation and Amendments Policy**

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

<b>Notice before the start date of the event</b>	<b>Refund applicable</b>
<ul style="list-style-type: none"> <li>• More than 28 calendar days</li> </ul>	The deposit is non-refundable but transferable
<ul style="list-style-type: none"> <li>• 28-22 calendar days (inclusive)</li> </ul>	30% refund of full cost is refundable
<ul style="list-style-type: none"> <li>• 21-15 calendar days (inclusive)</li> </ul>	20% refund of full cost is refundable
<ul style="list-style-type: none"> <li>• 14-1 calendar days (inclusive)</li> </ul>	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, public health crisis, or any other cause whatsoever beyond their control.

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