

Boat Party Info Pack

Thank you for choosing Bristol Ferry. We have been serving Bristol's waterways since 1977 and are proud 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 queries, which we will address within this document.

That said if you have any further questions, or need clarification, do not hesitate to call our friendly team – who will be more than happy to answer any queries and tailor the perfect Boat Party or Private Hire event for you and your guests.

Call: 0117 927 3416

Email: info@bristolferry.com

Information for Guests

When planning your Boat Party, it is your responsibility to best prepare your guests. Whilst we offer a high standard of safety and customer service throughout, you are also expected to keep yourselves safe.

All guests should:

- Bring appropriate clothing for warmth or wet weather
- Wear appropriate footwear for boarding and disembarking
- Listen carefully to the safety announcement before the trip commences
- Have contactless payment available for the on-board bar (if applicable)
- Make use of any facilities before arriving, which may not be available on your chosen boat.

The Boat Options

Which Boat is best for your Group?

We currently have four different boats available – each with different facilities and features that may be better suited to your needs. Click on the name of each boat to find out more.

Boat	Licensed Bar	BYOB	PA System	Toilet	Seating	Shelter	Capacity
Brigantia	Yes	No	Yes	Yes	Indoor & Outdoor	Roof	30
Matilda	Yes	No	Yes	Yes	Indoor & Outdoor	Roof	30

Independence	No	Yes	Yes	No	Outdoor Only	Canopy	25
Margaret	No	Yes	No	No	Outdoor Only	Small Canopy	18

What trip duration would you like?

Our Classic Boat Party and Party Packages are available for either 1 or 2 Hours, with venues on land to visit en route. Our crew will collect you from the venues you visit at scheduled times, with cups for you to decant any unfinished drinks and bring back on board.

1 Hour Trip: You are given an hour on board where you will get to see the entire harbour, from a start and finish location of your choice.

2 Hour Trip: You will cruise around the docks for 1 Hour, enjoy a 40-minute stop on land at a riverside bar, followed by a 20-minute journey to your final destination.

What are the Prices?

We charge a basic rate of up to 15 passengers. If your group is less than this number, the below prices will stay the same. If you exceed this number, we charge £5 per extra passenger.

Boat	2 Hours	1 Hours	Suitable for Package Deal?
Brigantia	£380	£250	Yes
Matilda	£380	£250	Yes
Independence	£340	£225	No
Margaret	£290	£225	No

Stag Groups are expected to pay a £200 Good Behaviour Bond and cannot exceed a maximum of 18 passengers. This is for the safety of our crew and property. For more details on the Good Behaviour Bond please read our Terms and Conditions.

Our [Party Packages](#) can be viewed on our website and are priced per person (from a minimum of 20 passengers). If you select a Party Package, the above prices are not applicable.

The Booking Process

Once you have chosen the boat best suited for your group, the length of your experience and a rough idea of how many guests you are likely to have – it's time to pencil you in!

To input your trip as accurately as possible, we can only accept provisional bookings over the phone. This is to provide you with the best experience for your booking and confirm your contact and payment details securely.

1. **Provisional Booking**

We pencil your date in our online diary system; this temporarily saves your preferred boat and timeslot, whilst you discuss further arrangements with your party. This reserves the boat until the next working day.

2. **Deposit**

To secure your booking, you are required to pay a £100 deposit. This is non-refundable, however should you wish to amend your booking, you are able to transfer your deposit to a future date, for either the same booking or a different occasion.

3. **Confirmation**

Once you have paid your deposit, your trip is confirmed. This gives you up until 4 weeks prior of your trip date to finalise passenger numbers, further details or any amendments before any outstanding payments are made.

4. **Final Balance**

You must pay for your trip no later than 4 weeks prior to your trip date. Unless you have extenuating circumstances or have discussed an extension with our team, we reserve the right to cancel your booking. Please ensure all trip details are correct by the time you make your final payments.

Once we have pencilled in your trip – you will receive updates from our server. As these usually contain links or documents, they can sometimes be filtered out into your junk mail. Please add trips@bristolferry.com to your contacts so that you receive all updates.

Your Booking Form

We gather as much information as possible to ensure your booking is as requested, and is very important that you fill in your booking form. It not only gives you a chance to review your booking, but also add any amends. Some of these amends (such as requesting catering or change of location) may increase the price of your trip, which we will take into account and update your final balance.

Your booking form will be included as a link in your booking confirmation email. 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.

Information you will have to review is as follows:

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 caterers available to view on our website. We can either provide catering at the beginning of your trip laid out upon arrival. 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.

9. Venue Stops

Your venue 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.

10. 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. Any entertainment that can be interpreted as offensive in any way will not be tolerated and can cause your trip to be terminated.

The Venues

We are very lucky to have a wealth of riverside bars and venues by the Bristol Harbour. We have been taking groups and parties to their doors for many years and have a long-standing relationship built on respect. We kindly ask our passengers to bring only their good manners and good nature to these venues and treat them and their guests with respect.

When leaving the boat for your 40-minute stop at the venue, we ask you to leave all your drinks on board and not bring them into the venue. Our crew will only dispose of empty cups and will only move unfinished drinks if they are a trip hazard. When your 40 minutes has ended, our crew will collect your group, with cups that you can decant any unfinished drinks in and bring back on board.

Note: We will always try and find a venue most suitable for your group – depending on availability we will arrange a suitable stop location for your party. Please discuss your preferred venues with the office team, or inform of any bookings arranged by yourselves.

Click on the name of each venue to visit their website.

[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.

[The Grain Barge](#)

No fancy dress

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.

[The Mardyke](#)

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

[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.

[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.

[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.

[The Golden Guinea](#)

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

[The Louisiana](#)

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

[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.

[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!

[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.

[Bar Aqua](#)

No Fancy Dress, No Stags

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

[The Knights Templar](#)

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

[Toto's Wine Bar](#)

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

[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'.

[The Pumphouse](#)

No fancy dress. No Stags

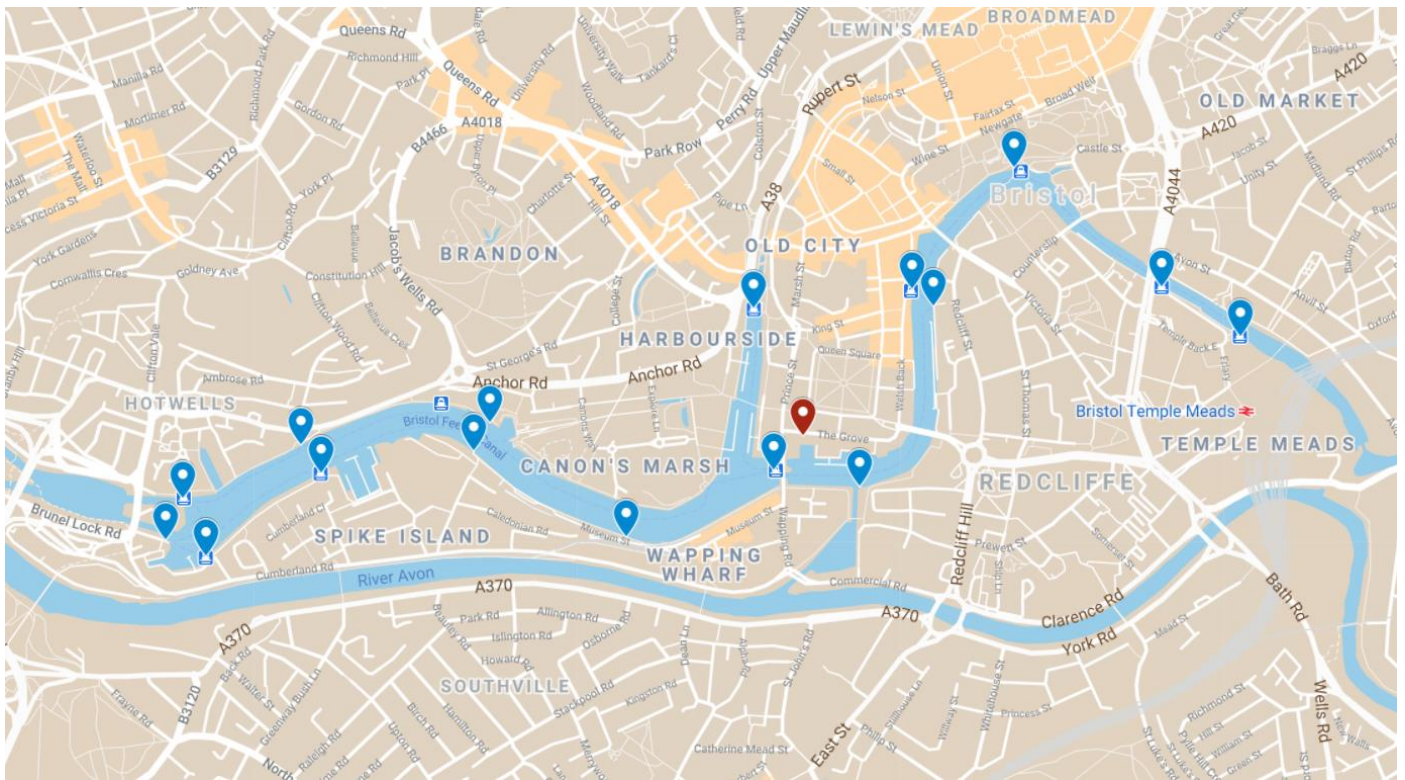
Family/Foody Pub at the Hotwells end of the harbour in the old pump house. There is a big outside area – great for taking in the harbour views.

Our 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 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 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.

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

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.