

# HOW IT WORKS.....

## PRIVATE TRIP BOOKING PROCESS

1. **PROVISIONAL BOOKING** - is when we have penciled 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. **BUBBLY** - We can supply champagne on request or you may supply your own for a corkage charge per head (please ask for rates).
8. **FOOD/CATERERS** We use have a few recommended caterers please ask us for [menus](#) or you can view them on our website.  
**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
9. **MUSIC** - Our boats Brigantia, Matilda and Emily are fitted with MP3 cables to enable you to connect your music device to our PA system.
10. **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.
11. **BAR** - NB. Not applicable to 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 and Emily.
  - **I.D may be required for the purchase of alcohol on board the boat as in pubs.**
12. **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.

### TIPS FOR TRIPS

- Fancy dress is not accepted by some bars please see our pub list below for more details.
- 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.

**Please use this table to establish how many pub stops you can choose;**

### PLEASE NOTE;

**On-board bar is available on our licensed boats; Brigantia, Matilda & Emily.**

**BYO is not an option on our licensed boats.**

**You can BYO on our un-licensed boats Independence & Margaret as no bar is provided.**

	1 PUB STOP	2 PUB STOPS	3 PUB STOPS
2 HOUR CRUISE NO BAR	YES	YES	NO
2 HOUR CRUISE WITH ON-BOARD BAR	YES	NO	NO
3 HOUR CRUISE NO BAR	YES	YES	YES
3 HOUR CRUISE WITH ON-BOARD BAR	YES	YES	NO

Please see pubs list on next page.....

# PUBS

NOTE: WHILE WE TRY TO BOOK YOU INTO YOUR PREFERRED PUBS THIS IS ALWAYS AT THE DISCRETION OF THE PUBS AND SUBJECT TO AVAILABILITY.



## GREAT FOR LARGER GROUPS

### Cider

#### The Orchard

The Orchard has been selling cider on the premises for 150yrs, 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

The Apple brings you the world's finest range of ciders & perries, along with some truly exceptional beers, wines and spirits, on a beautifully converted Dutch barge in the heart of Bristol's Old City. With an informal, unpretentious charm and friendly, funky staff.

[Our stop 13 Welsh Back](#)



**NO FANCY DRESS**

#### Knights Templar

Large one room Wetherspoons on the bottom two floors of a modern building.

[Our stop 17 Temple Meads](#)



#### The Boat House

The Boathouse Bar & Pantry is a new cafe bar situated on Bristol's redeveloped harbour inlet. With great views and outside seating, The Boathouse is the perfect spot to spend time with friends.

[Our stop 3 Gas Ferry North](#)



#### King Street Brew House

The King Street Brew House 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 Welsh Back](#)



## TRADITIONAL

#### The Nova Scotia

Sea dog venue; full of characters. Established 1811. Good beer, friendly staff, great food (we highly recommend the door step sandwiches!) outside seating with views of the bridge.

[Our stop 6 Nova Scotia](#)

#### The Cottage Inn

Outside seating for the balmy summer days/ evenings, cosy interior for nipper ones. Great friendly atmosphere.

[Our stop 7 The Cottage](#)



#### The Mardyke

Whether you are a local to the area, a student, or just visiting, you'll love our selection of drinks. We are renowned for our local West Country ciders and ales and are proud to have (or so we've been told!) the best ciders on tap of any pub in Bristol – for some of the lowest prices. **NO FANCY DRESS**

[Our stop 4 Mardyke](#)



#### The Golden Guinea

Bristol's best back street boozers! The Golden Guinea now offers a stylish and sociable environment to come and relax with friends, events held on most nights.

[Our stop 12 Bathurst Basin](#)



## Llandogger Trow

Boasting a Tudor-style whitewashed exterior with black timber beams. Built in 1664, the Llandogger Trow is packed to the rafters with history, with tales of Black Beard the Pirate, the novel Treasure Island & our own ghosts!

[Our stop 13  
Welsh Back](#)



## The Shakespeare Tavern

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

[Our stop 2  
Prince Street  
Bridge](#)



## 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, Bristol's original "Beer Museum". One of Bristol's oldest character pubs dating back to the early 1600's.

[Our stop 14  
Redcliffe Back](#)



# Music

## Grain Barge

This historic converted barge is bursting with character, and with stunning panoramic views, it makes for a great place to soak up its harbourside location.

[Grain Barge  
private landing  
stage](#)



## Louisiana

The Louisiana is a 140 capacity, family run venue that takes pride in putting on the best musicians and giving both them and the audience the perfect communion. This is something we've been working on for over 25 years.

[Our stop 12  
Bathurst Basin](#)



## The Old Duke

The Old Duke is a music venue situated on the cobbled King Street in the heart of Bristol. Named after Duke Ellington. Recently the pub has added Blues and more modern Jazz bands to its program and now has live music on every night of the week and on Sunday lunch times.

[Our stop 13  
Welsh Back](#)



# BRISTOL FERRY BOATS

# COCKTAILS

## Totos

For chilled occasions with a sophisticated crowd, or a wild night of dancing with elevated tunes, Toto's offers you something different. With relaxing candle lit tables and comfortable sofas, we know how to host a party!

[Our stop 14  
Redcliffe Back](#)



## Bar Aqua

Since opening in 1998, Aqua Welsh Back has consistently held its deserved position at the top of the listings as one of Bristol's original and finest waterside destinations.

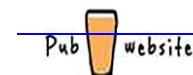
[Our stop 13  
Welsh Back](#)



## The Pump House

Situated on the edge of the Floating Harbour, The Pump House provides the perfect venue for any occasion; whether it's a lazy afternoon and evening on the large sun trap terrace, a relaxing drink or meal in the bar downstairs or a special occasion in the A la carte Mezzanine restaurant.

[Our stop 5  
The Pump House](#)



**NO FANCY DRESS**

**NOTE: PUB CATEGORIES ARE A ROUGH GUIDELINE ONLY...**



## 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 to accept 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.
  - We welcome all male bookings but ask for a £100.00 deposit which is returnable after the trip and only if no damage to persons, property of boats, our reputation has occurred.
  - In the event of anyone causing a danger to our crew, boats, other passengers 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.
  - All private trips are subject to a good behaviour bond at the discretion of our office team.
  - The returnable good behaviour bond applies to 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.

## BEHAVIOUR POLICY

- All private trips are subject to a good behaviour bond at the discretion of our office team.
- The returnable **good behaviour bond** applies to 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.
- **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 endeavor 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 canceled 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.

TERMS & CONDITIONS 2 OF 2

