

Waveney River Tours Ltd Terms and Conditions of Service

Trip times and durations may occasionally be subject to change without notice and are subject to minimum passenger numbers. Passengers must be ready to board at least fifteen minutes before departure. Tickets are issued for specific sailings and are not transferable. In the event you are unable to sail after purchasing a ticket, we may be able to issue a ticket for an alternative sailing or offer a refund at our discretion.

Persons with limited mobility should determine the vessels suitability when booking. We will do our best to advise you on this but cannot guarantee it's suitability. The Waveney Princess can accommodate a limited number of manual wheelchair users. It is always at our discretion whether we accept certain types of wheelchairs on board but we are unable to accommodate electric or larger manual wheelchairs. Wheelchair spaces must be booked in advance to ensure accommodation on a particular trip and users should arrive at least twenty minutes before the departure time to ensure priority treatment.

Well behaved dogs are welcome on board and must be on a lead. Only one dog per person please.

The skipper is in charge of the vessel and responsible for passenger safety. Passengers must comply with instructions given by the skipper and the crew at all times. The skipper may refuse to carry any person, or may direct any person to disembark, where the behaviour of that person is liable to cause a nuisance or endanger the safety of the other passengers, the crew or the vessel.

No alcohol may be brought on board by passengers. The Waveney Princess is a Licensed Premise. The crew reserve the right to refuse to sell alcohol to any person and may ask to see a photo ID. The bar may be closed at any time during a trip on instructions from the Skipper. Smoking and vaping are not permitted anywhere onboard during scheduled trips.

WRT Ltd shall not be liable for any loss, damage or delay to any passenger or party whilst embarking or disembarking from the boat or during the voyage. No liability can be accepted for loss, damage or expense occurring as a result of breakdown during the sailing.

The use of our vessel and premises is entirely at your own risk. WRT Ltd will not be held liable for any loss, death, personal injury or damage unless caused by the neglect of the WRT Ltd.

Additional terms for Private Charters and Group Bookings

Charter bookings are accepted on the basis of the vessel being available on the date and time agreed with the Charterer. If sailing cannot take place through circumstances beyond our control such as (but not limited to) a mechanical breakdown or bad weather then all monies paid will be refunded in full and the contract shall be discharged without further liability on either party. WRT Ltd will not responsible for any loss or delay to the Charterers party.

WRT Ltd will agree a maximum number of passengers with you when booking your Charter and this number may not be exceeded. The Charterer remains responsible for the conduct of the passengers during the Charter and for any loss or damage to the vessel caused by the passengers. The Charterer shall pay for all losses, damages or breakages to any fixtures, fittings or equipment on the vessel during the hire period.

Charter fees and any other costs must be fully paid before sailing. A deposit may be required on booking which is refundable until 28 days before sailing. WRT Ltd reserves the right to alter prices and timing without prior notice.

During the Charter the vessel is under the complete control of the Skipper and crew. The Skipper's decision is final in all circumstances concerning the safety of the vessel and the Skipper may vary the course of the voyage should circumstances make this necessary. WRT Ltd does not guarantee the vessel will commence or complete a journey or any part in a given time or if conditions are beyond the control of the company.

Any onboard catering requirements must be discussed with us prior to booking. The Charterer will normally be able to provide their own catering or use an approved catering company for cold buffets only.

The Waveney Princess is licensed for the playing of music and showing of films. This only covers private not for profit events. If the charterer makes a charge to their guests for a ticket then they must hold a PRS licence for the duration of the cruise or the event.

Noise levels on board must be acceptable to the Skipper at all times and the level allowed may vary with the vessels location. The Skipper may terminate any entertainment if necessary. Should Unprescribed Drugs or unauthorised alcohol be found on board during a charter the Skipper will immediately terminate the voyage. No monies will be refunded or compensation paid.

Website Information

WRT Ltd make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability of our website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is strictly at your own risk. WRT Ltd will not be liable for any loss or damage including, without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this website. We do not warrant our site free from bugs or viruses.