



Boat Party Info Pack

Thank you for choosing Bristol Ferry. Planning your perfect party can raise lots of questions. We hope this info pack helps you navigate the many options available.

If you have any further queries, or need clarification, please do not hesitate to call our friendly team who will be more than happy help



0117 927 3416



info@bristolferry.com

Boats and Pricing

Which Boat is best for your Group?

Our Classic Boat Party Packages are available for either 1 or 2 hours, and we can pick you up and drop you off at any of the 16 landing stages dotted round the harbour

A 1 hour cruise will enable you to see all of the Harbour, and the 2 hour cruise will include a 40-minute stop at a riverside bar.

We have 4 boat options available – each with different facilities and features. Click on the picture of each boat to find out more.



Margaret
20 Pax.

up to **£380**



Independence
30 Pax.

up to **£450**



Emily
30 Pax.

up to **£495**



Matilda
35 Pax.

up to **£495**

Pax. is the maximum amount of passengers a boat can take – see our table on the next page for further detail on pricing.





Facilities

Our charges vary between boats, length of trip and amount of passengers on board

Max Guests	Price 1 Hr	Price 2 Hr	Ferry Boat	Bar	BYOB	PA System	Toilet	Seating	Shelter
20	£265	£380	<u>Margaret</u>	No	Yes	Portable Speaker	No	Outdoor Only	Small Canopy
30	£280	£450	<u>Independence</u>	No	Yes	AUX Lead	No	Outdoor Only	Canopy
30	£320	£495	<u>Emily</u>	Yes	No	Bluetooth System	Yes	Indoor & Outdoor	Small Roof
35	£320	£495	<u>Matilda</u>	Yes	No	Bluetooth System	Yes	Indoor & Outdoor	Roof

Additional Information

- All bookings finish no later than 9pm. Stag/Hen parties finish no later than 7:30pm.
- Stag and Hen parties are expected to pay a £200 Security Bond and cannot exceed a maximum of 20 passengers.
- Security Bonds can only be refunded over the phone. It is the customer responsibility to call and retrieve their bond from the next working day after their trip has ended.





Information for Guests

Whilst we offer a high standard of safety and customer service throughout your trip, it is important guests adhere to the following:

- We operate a cashless business so please bring contactless payment options for the on-board bar (if applicable)
- Wear appropriate clothing for cold or wet weather
- Wear appropriate footwear for boarding and disembarking the boats (preferably not heels!)
- Listen carefully to the safety announcement before the trip commences
- Make use of any facilities before arriving, which may not be available on your chosen boat.

The Booking Process

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

To ensure you have the best trip tailored to your needs, we only take bookings over the phone on **0117 9273416**.

1. Deposit

To secure your booking, you are required to pay a £100 deposit. This is non-refundable, but is transferable to another available date, within 28 days of your original booking.

2. Confirmation

Once you have paid your deposit, your trip is confirmed. Finalised details of your trip (passenger numbers, pick up, drop off location) are not required until 4 weeks prior to the trip.

3. Final Balance

You must make the final payment no later than 4 weeks prior to your trip date. If we have not received your payment by this time, we reserve the right to cancel your booking. Please ensure all trip details are correct at this time.

Once we have added your trip to our diary 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 automated updates.





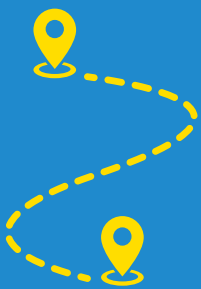
Your Booking Form

Review or amend your booking

Some amends may increase the price of your trip, which we will take into account and update your final balance.

Your booking form is included as a link in your booking confirmation email. Please return the completed booking form at least 4 weeks prior to the trip.

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 need advice, please call us and we can recommend 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 or Own Catering.

We work in partnership with the fantastic Kate's Kitchen to provide a range of catering options. All food must be ordered and paid for in advance directly through Kate's Kitchen. A minimum order for 15 meals is required and we charge £2.50pp for delivery, set-up and clear-up. For Own Catering, you are welcome to bring your own food on-board. There is a £15 surcharge to cover clearing up costs.



4. Music

Our boats Matilda, Emily and Margaret 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.



5. Bar or BYOB

A licensed bar is provided on Matilda and Emily. "Drinks Preferences" are guidelines to help us stock the bar appropriately before departure.

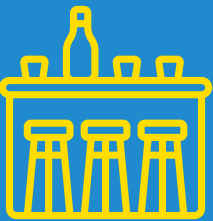


We aim to cater to your needs; however, we do not order in specific brands for individuals or groups. We reserve the right to ask for ID before serving alcohol. You are allowed to bring your own drinks on our open-top boats, Independence and Margaret. You are not permitted to bring your own alcohol into any of the venues you visit en route.



6. Bar Tabs

Please contact us in the office if you would like to run a prepaid bar tab for your trip. Alternatively, you can run a tab and pay using our on-board card machine at the end of your trip.



7. Venue Stops

We are very lucky to have a wealth of riverside bars and venues by the Bristol Harbour. We will book you in to one of them depending on your group size and occasion. 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. When your 40 minutes has ended, our crew will collect you with cups so that you can decant any unfinished drinks and bring them on board.



8. Entertainment

We do not accept nude entertainment including 'butlers in the buff' - please inform us of any other 'entertainment' you might have planned at the point of booking. Any entertainment or fancy dress outfit that can be interpreted as offensive in any way will not be tolerated and can cause your trip to be terminated.

By completing your Booking Form you accept our Booking Terms and Conditions, whilst also giving as much detail as possible to ensure your trip goes as planned.

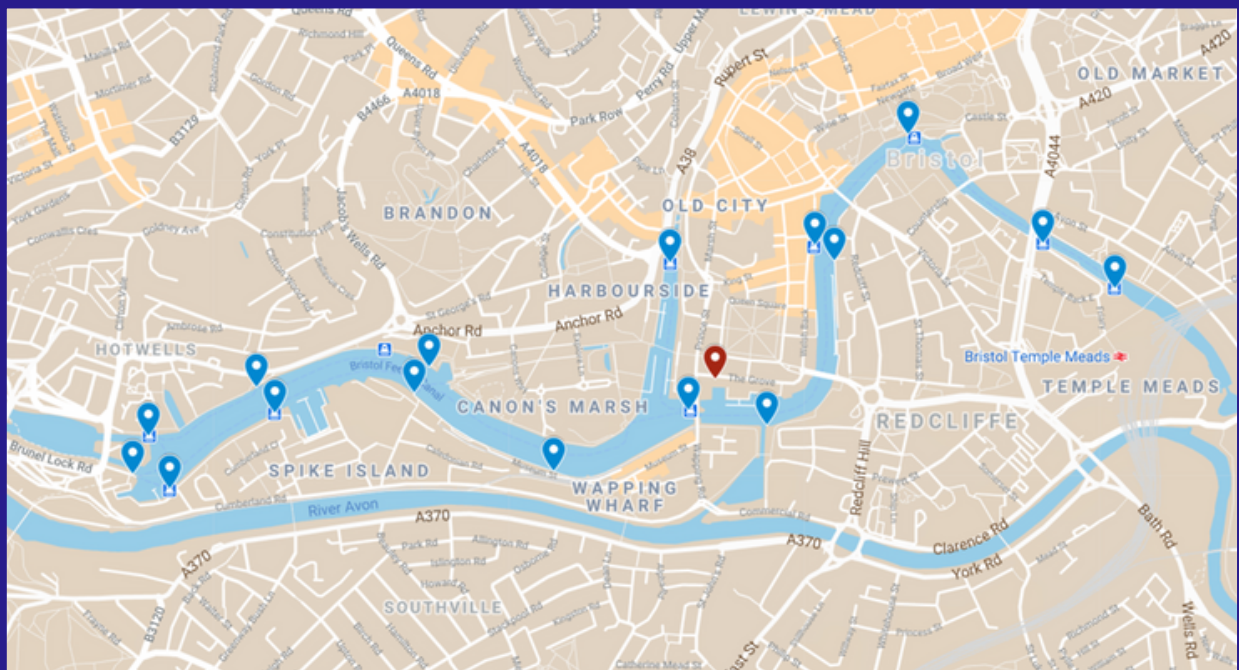
If you are uncertain of any details, please do not hesitate to contact us - we are very happy to help you with this.



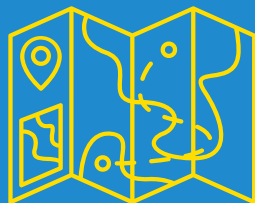
Our Map

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.](#)



[Click here for our recommended Venues nearby a ferry stop](#)





Terms and Conditions

Important information about your Booking

- In the event of unsuitable, dangerous or abusive behaviour to our crew, members of the public or other passengers we also reserve the right to refuse to start, or to abandon a trip. Any Security Bond paid will be retained by BCFB Ltd. No refund will be issued in this instance.
- 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.
- 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 and finish locations ourselves and reserve the right to do so.
- Payment must be made in pounds Sterling, by credit/debit card or BACS.
- Invoices are available to companies and educational organisations only.
- In the case of making payment from outside UK, transfer and bank fee are the responsibility of the client.
- Bristol Community Ferry Boats Ltd reserve the right to change the boat used due to unforeseen circumstances.

Security Bond Policy

How to reclaim refundable amounts after your trip.

The returnable £200 Security Bond applies to ALL same-sex parties (Stag or Hen groups) and parties for those under the age of 25.

All private bookings may be subject to a Security Bond at the discretion of our Booking's team. Provided our Behaviour Policy is adhered to, the Security Bond shall be returned to the Individual responsible for the booking, when you call us in the office on the next business day.

Please ensure your guests, pay attention to the safety announcement on-board, and listen to the crew at all times to keep your party safe.





We want all guests to have fun, however if any passenger is intoxicated to the extent that they are a risk to themselves or others they will not be permitted to 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 in this instance.

In the event of the following behaviours, we reserve the right to terminate the trip at any point and your Security Bond paid will be retained by BCFB Ltd. Please make sure your guests understand our expectations before boarding.

- **Guests behaving in a rude and aggressive manner towards the crew, members of the public or pub staff.**
- **Guests bringing or using illegal substances on-board any of our boats.**
- **Guests placing themselves, other guests or crew in any potential danger.**
- **Guests flashing- our reputation is extremely important.**
- **Guests jumping into the water during their trip, or pushing other in.**
- **Guests damaging any part of the boat.**
- **Guests damaging, or being kicked out of any bars and pubs visited during their trip.**
- **Guests sneaking alcohol on board our licensed boats (Matilda or Emily).**
- **Any situation that give cause to call the police.**
- **Guests ignoring the safety requirements outlined by crew.**

Cancellation & Amendments Policy

Should **you** decide to cancel or amend your trip date please note...

More than 28 calendar days:
Your deposit is non-refundable but transferable

28 -1 calendar days (inclusive):

No refund will be given

Should BCFB Ltd need to cancel your trip for reasons beyond our control – you will be notified and fully-refunded immediately.

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.

