**Terms** **and** **Conditions** **of** **Use** **for** **hirers** **of**

**Ladybird** **Boat** **Trust** **Vessel**

**Responsibilities** **of** **the** **hirer**

* Ladybird Boat Trust (LBT) requires that all hire groups have a group leader.
* In an emergency, the group leaders have an important role with specialist knowledge of their clients, and their needs. This expertise will be called upon to help passengers remain calm and ensure an orderly evacuation if necessary.
* All groups must have an adequate number of supervising staff to cope effectively with an emergency and cater for the safety and welfare needs of all group members at all times throughout the trip. Suitability and qualification for role and allocation of staff is the sole responsibility of the groups’ administrators and/or leaders. *(Ladybird* *Boat* *Trust* *reserves* *the* *right* *to* *refuse* *passage* *to* *any* *group* *where* *it* *considers* *the* *number* *of* *supervisors* *to* *be* *inadequate)*
* The hirer recognises and agrees to the crew having the minimum of direct contact with the clients necessary for the safe operation of the boat, under the direction of the client group leader, or otherwise in an emergency
* The group leader must hold an up to date list of all group members and identify any special needs (if not obvious) which need to be catered for during the trip. A copy of the passenger list should also be lodged with the on shore administrator of the group as good practice.
* Our chairs are hard plastic and although suitable for most passengers, they are rated to a weight limit of 112kg. If you feel that this is not adequate, please bring your own fold-up chair and let the Boatmaster know. You may also wish to consider bringing cushions for comfort.
* Passenger numbers must not exceed the numbers stated at the time of booking, unless otherwise agreed, and at no times can exceed the number stated on the vessel’s Passenger Certificate.
* Domestic electrical appliances are available for passengers’ use whilst on board. Only supervisors and crew may operate these facilities. Help and advice is available as required.
* Any emergency or incident involving a passenger must be brought to the attention of the Boatmaster or crew, especially where medical help may be needed. *At* *any* *given* *time* *a* *boat* *can* *be* *up* *to* *½* *hour* *from* *the* *nearest* *road* *access* *or* *safe* *access* *point.* It is therefore important that group leaders co-ordinate with crew to ensure that liaison with emergency services takes place with minimum delay.
* The hiring group is responsible for ensuring that the risk assessments carried out by LBT are adequate for and appropriate to the hiring group, and reference should be made to the Boatmaster or Ladybird Boat Trust if the hirer has any concerns about the adequacy of risk assessments, or the identification of new risks or hazards.

**Passenger** **Behaviour**

* Group leaders are responsible for the close supervision and management of members of their group.
* Group leaders are responsible for the conduct of their group.

**Waste** **Management**

* The group leader is responsible for the control and removal from the boat of any clinical or sanitary waste (eg incontinence pads) generated by any members of their group. *(LBT* *has* *no* *facilities* *for* *such* *disposal)*
* Domestic waste generated during the trip will be stored and removed from the boat by the crew after each trip. On no account must rubbish be thrown into the river.

**Smoking**

* Smoking and vaping are not permitted on Ladybird.

**Alcohol/Drugs**

* Where alcohol is brought on board, under no circumstances may it be consumed by or be in the possession of any person under the age of 18 years.
* Persons who are suspected of being under the influence of alcohol or non-prescription drugs will be denied access to the boat.
* Any anti-social behaviour by passengers, whether due to alcohol, drugs or not, may result in access being refused or the trip being terminated.
* Only prescribed drugs are allowed on board, either in possession of or held on behalf of passengers.

**General**

* Passengers may only board or leave the boat with the knowledge and assistance of the crew.
* Passengers must remain in designated areas of the boat and must not intrude into crew working areas.
* Passengers must ensure that all parts of their body remain within the confines of the guard rails on the boat at all times, and must not lean out of the windows This is particularly important when passing through locks, under bridges, near overhanging vegetation or during boat manoeuvres.
* Under no circumstances are passengers allowed to handle or operate boat equipment, e.g. ropes, windlasses or machinery.
* Whilst on board passengers are required to co-operate with all instructions issued by crew for their own safety.

**Passenger** **Numbers**

* LBT normally limits numbers to 20 and may limit numbers to 14 persons when carrying passengers with special needs or of limited mobility. This ensures that safety and comfort levels are maintained. If the maximum number of passengers is carried, movement of passengers about the boat will be limited and controlled by the crew.
* Wheelchairs are limited to no more than 6 per trip. Because of space constraints, for the purposes of passenger numbers, a person in a wheelchair is counted as two persons.
* Only guide and assistance dogs are permitted, and because of space constraints will normally be counted as passengers, although small dogs may not be.

**Cancellation** **and** **Delays.** Where a group is unable to fulfil a booking, LBT must be informed no less than 7 days before departure date so that other groups on the waiting list may be given the opportunity to take the cancelled trip. LBT makes every effort to adhere to agreed times for departure and return. However, we reserve the right to cancel any trip. Delays and cancellations take place for a variety of reasons such as navigational hazards and stoppages, boat and lock traffic and other circumstances beyond our control. Groups will be advised of such cancellations or delays as soon as possible. In the event of the group arriving late, the group leader should phone Ladybird with an estimated time of arrival, however the trip will still finish at the planned time.

**Liability.** LBT accepts no liability whatsoever for any injury to any person using the vessel, any loss or damage to the property of any person using the vessel, any cost due to cancellation or delay in the operation of the Ladybird whether or not such loss, injury, cancellation or delay is within their control.

**Catering.** The group must provide all refreshments and food to suit their needs. Plates, cutlery and mugs are available on board to use. Preparation of food and drink must be undertaken by the group, which is also required to clear up and leave the galley and cabin area clean and tidy. Bin bags are provided for this purpose.

**Operation** **of** **Vessel**. It must be understood by the hirers that the crew’s responsibility on the boat is limited to ensuring the safe access and carriage of passengers and the operation of the vessel with the safety and comfort of passengers and crew in mind. Crew, whilst willing to give assistance and advice to groups, must not be distracted from their duty to provide a safe trip at all times.

**Data** **Protection**

By making a booking you are consenting to The Ladybird Boat Trust holding and processing your details in order that we can include them in our booking records and to enable us to keep you informed about the Ladybird. For more information or to withdraw or change your consent please contact us in writing or email at enquiries@ladybirdboat.org.uk.

**General** **Information**

Ladybird Boat Trust complies with all relevant legislation, statutory instruments and guidance in force at the time of hire applicable to passenger carrying vessels operating on UK inland waterways and

* provides trained crew to legal manning levels to operate their boats when on hire. The Master in charge of the boat will hold a current Boatmaster Licence to Tier 2 or higher. General crew training includes boat management; basic first aid; use of on-board fire fighting equipment; emergency evacuation and man over board procedures.
* equips its boats with adequate lifesaving aids e.g. life buoys, fire fighting equipment and 50 person first aid kit (with associated accident report book) to legal requirements.
* boats have current and legal Certification by the Maritime and Coastguard Agency authorising the carriage of passengers.
* has a written Safety Management Code and a Search and Rescue Plan (lodged with local emergency services) covering the designated river routes. Both documents are available for inspection on demand.
* provides insurance to cover employee and public liability
* Ladybird is equipped with: wheelchair accessible toilet facility, hot and cold running water available on tap, galley (kitchen) facilities, central heating.
* Ladybird does not hold a music licence and as such the on-board system cannot be used for playing music or radio.
* at the beginning of a trip the Boatmaster or deputy will deliver a verbal announcement to all passengers, outlining basic boat evacuation procedures and potential safety hazards (both inboard and outboard), which may be encountered en route. This announcement is supplemented by prominent notices displayed on the boat. Carers in particular are advised to read these notices.
* the Boatmaster or deputy will inform an LBT Duty Officer of actual passenger and crew numbers, destination, and departure and return times of vessel prior to commencement of the trip, by the method agreed by the Maritime and Coastguard Agency.