

BOAT HIRE CONDITIONS

Please read these conditions carefully. They are all part of the hire agreement and describe the rights and duties of both you and the Company:

1. DEFINITIONS:

In these conditions and the Agreement the following words have the following meanings:-
“Agreement” means the Hire Agreement between You and the Company which is evidenced by your booking request and the Booking Confirmation and is made on the basis of these Conditions
“Booking Confirmation” means the written confirmation issued to You by the Company confirming the hire period, price, place of delivery and other key particulars of the booking
“Company” means Ashby boat company Limited.
“You” means the person or persons named in the Booking Confirmation. If there is more than one of You each of You shall be individually responsible for complying with the Agreement.
“Conditions” means these Boat Hire Conditions,
“Price” means the price in the Booking Confirmation
“Start Date” means the start date in the Booking Confirmation
“End Date” means the end date in the Booking Confirmation.
“Hire Period” means the hire period in the Booking Confirmation
“written” means that the item has been printed, typed, written out by hand or sent or displayed by email or other electronic means.

2. AGREEMENT TO HIRE:

2.1. When You request a booking, you are making an offer to hire a boat on these Conditions. The Hire Agreement itself only comes into existence when the Company sends out the Booking Confirmation. A provisional or conditional booking is not binding, and You may cancel it at any time before the Booking Confirmation is sent out to You by the Company. Similarly, the Company may hire the boat to another party in place of you at any time before a Booking Confirmation has been sent to You. The entire Agreement between You and the Company is contained in these Conditions, the booking request and the Booking Confirmation.

2.2. Nothing in these Conditions affects Your statutory rights.

3. PRICES AND PAYMENT:

3.1. The Company’s advertised Prices are in pounds sterling and include Value Added Tax and, where applicable, Insurance Premium Tax. If the rates of VAT, IPT or any other government tax are changed so that a different rate applies to your hire any difference will be charged or refunded to You as the case may be.

3.2. The Company reserves the right to correct errors in advertised or quoted prices at the time of booking Confirmation.

3.3. Payment is deemed to have been made when cleared funds are received in the Company’s bank account.

3.4. The Deposit is payable at the time of the booking request. **The deposit is 25% of the total price.**

3.5. The balance of the price, including Security Deposit / Damage Waiver is due not less than **eight weeks before the start date** as shown in the Booking Confirmation. Time of payment shall be of the essence of the Agreement.

3.6. For bookings made less than eight weeks before the start date You must pay the full price including Security Deposit / Damage Waiver at the time of the booking request.

3.7. The Company may charge interest at 3% p.a over Bank of England base rate on any money which is overdue from the due date until the actual date of full payment.

4. YOUR PARTY: Personal agreement and obligations

4.1. The Hire Agreement is a personal one between You and the Company and Your identity is a material factor in the Company’s decision to enter into the Agreement. You must be at least 25 years of age at the time of booking. You must be authorised by all other members of Your party to enter into the Agreement on their behalf. The full names of all members of Your party must be provided to the Company at the time of booking. All changes in Your party (the addition,

substitution or removal of any member of the party) which take place at any time after the Booking Confirmation has been issued (including during the hire period) must be communicated in writing and approved by the Company (such approval is not to be unreasonably withheld). You are responsible for making all members of Your party aware of the terms of the Agreement.

4.2. School parties, youth groups, hen or stag parties, business purposes.

Company's written consent is required prior to the bookings of school parties, youth groups, **hen or stag parties** or for any commercial purpose. A **£500 per boat refundable deposit** (in cash or credit card holding charge) is required for hen or stag parties. If the Company later becomes aware that your party falls within this policy but you have not disclosed it to the Company then the Company may terminate your booking. In this event the deposit and any other part of the price which you have paid will be retained by the company and you will remain liable to pay the balance of the price.

4.3. The use of alcohol and controlled drugs; Company's right of immediate cancellation.

The boat shall not be navigated while anyone on board is, or appears to be, under the influence of alcohol or drugs and the Company may cancel your booking and refuse to hand the boat over to you or repossess it if you or any member of your party is or appears to be under the influence of alcohol or drugs. In such a case the Company shall be entitled to recover any loss, damage and expense from the monies already paid by You and if this is insufficient to cover its loss it shall be entitled to bring a claim against you for the balance of such claim.

4.4. Company's right to decline handover for safety reasons

The Company may cancel your booking and refuse to hand the boat over to you if, in its reasonable opinion, you are unsuitable to take charge of the boat for any reason that may adversely affect the safety of any person or property. In this event (and provided that You have fully complied with your obligations under this Agreement) the Company will refund the Deposit and any other monies which You have paid to the Company and the contract shall be discharged without further liability on either party.

4.5. Company's right to repossess during the hire.

The Company may repossess the boat at any time after commencement of the Hire Period if in the reasonable opinion of the Company You are unsuitable to be in charge of the boat for any reason affecting the safety of any person or property including in particular if You or any member of your party is or appears to be under the influence of alcohol or drugs or if You are not behaving responsibly or if there has been a material breach of the terms of this Agreement.

5. CANCELLATIONS AND CHANGES REQUESTED BY YOU:

5.1. The Agreement is a legally binding contract and may only be cancelled in accordance with these Conditions.

5.2. If You want to cancel or change Your booking you must give the Company written notice. The date of receipt of the written notice shall be the effective cancellation date but in order to increase the prospects of re-letting the boat You should pre-advise the Company of the impending cancellation by telephone.

5.3. The Company shall make the following charges for cancellation, depending on the date on which the Cancellation Notice is received:

More than 56 days - Loss of Deposit (including any part of the deposit which has not yet been paid)

43 -56 days - 50% of Total Price

29 -42 days - 70% of Total Price

8 -28 days - 85% of Total Price

7 days or less - 100% of Total Price

- 5.4. Insurance premia and credit card charges are nonrefundable whatever the date of cancellation.
- 5.5. If the Company re-lets the boat to a new customer for the Hire Period or part of it the Company will return the cancellation charge which You have paid in respect of any days for which it has re-let the boat after deducting an administration fee of £50 in total together with any insurance and credit card charges which the Company has incurred.

6. CANCELLATION BY THE COMPANY:

- 6.1. The Company may cancel the Agreement by written notice in the following circumstances:
 - 6.1.1. For any of the reasons described in Conditions 4.2, 4.3, 4.4 or 4.5
 - 6.1.2. In the event of an accident affecting the safety or navigability of the Boat.
 - 6.1.3. For breach of any of the rules set out under Condition 9.1.
 - 6.1.4. For non-payment of any sum due under the booking.
 - 6.1.5. The Company is entitled to recover from You any loss which it suffers as a result of cancellation under any of the provisions of Conditions 4.2, 4.3 or 4.5 or for breach of Condition 9.1 and it may retain all or part of any payments which you have made as security for such claims. Subject to this if the Company is able to relet the Boat for all or part of the Hire Period it will give credit for the net sums received as a result of such re-letting and shall prepare and submit to You an account of its claim and of any payment which may be due to You or to the Company within 7 days of the End Date.

7. HIRE PERIOD, COLLECTION AND RETURN OF BOAT:

- 7.1. The Boat will normally be available at 2.30 p.m. on the start date from Canal Wharf, 89 Station Road, Stoke Golding, Warwickshire CV13 6EY or as otherwise shown in the Booking Confirmation, subject to the provisions of Condition 7.7.
- 7.2. You must notify the Company as soon as possible if your estimated arrival time is delayed or disrupted as this may lead to difficulties and delays in making the boat available to You. There will be no rebate of the Price for late arrival, nor will the Company accept responsibility for any overnight costs which You may incur if you fail to reach the boat during normal working hours.
- 7.3. Before You take the boat over the Company will give You such instructions, demonstrations and trials as are appropriate and You will then be required to check and sign the inventory of the Boat and the hand over sheet.
- 7.4. In the event that the boat is not available on the Start Date due to any circumstance for which the Company is not responsible (for example adverse weather or navigation conditions, damage, mechanical breakdown, late return by previous hirer) the Company may substitute a boat of similar accommodation but if no such boat is available the Company shall immediately refund You with the Deposit and any other payments You have made.
- 7.5. The boat must be returned to Canal Wharf, 89 Station Road, Stoke Golding, Warwickshire or as otherwise shown on the Booking Confirmation or notified under Condition 7.7 by You by 9:00am and vacated by You by 9:30am on the end date and it is Your responsibility to allow sufficient time to ensure timely return.
- 7.6. If you return the Boat late or to the wrong place because of poor planning on Your part or for another reason which is your responsibility then you will be liable to pay **£40 for every hour or part hour of the delay** in returning the boat or giving possession and the cost of recovering the boat to the return point and any other expenses and losses which the Company may incur as a result of the delay including the loss or cancellation of a subsequent booking.
- 7.7. The Company reserves the right to change the places of handover and return for operational reasons. In such event the Company shall be obliged to give You written notice of the change in sufficient time to allow any necessary re-planning of your itinerary and to organise any transport which is reasonably necessary for You and your party as a result of such change.

8. INSURANCE AND SECURITY DEPOSIT:

- 8.1.** The Company insures the boat and its equipment against physical loss and damage and against public liability risks. You are entitled to any protection that may be afforded by the Company's insurance policy (subject to your paying any applicable policy excess) but you and members of your party may become legally liable to the Company or to third parties for loss or damage caused or contributed to by your acts, omissions or negligence.
- 8.2.** The Company's insurance policy does not cover Your personal belongings and does not cover the first £500 of any claim.
- 8.3.** The security deposit of £500 per boat is intended to cover the Company's policy excess and any uninsured risks or other sums due to the Company under the Hire Agreement. It is not the limit of your potential liability to the Company.
- 8.4.** The Company may apply the whole or any part of the security deposit to payment of any claim which the Company may have against you. Otherwise, the Company shall promptly refund the security deposit by cheque as soon as the Company is satisfied that no loss, damage or accident has occurred and that no other sums are due to the Company from You.
- 8.5.** Special exclusions to damage waiver:
 - 8.5.1.** Speeding (reported or witnessed), malicious, negligent or intentional damage to the boat, it's equipment, the waterway, other boats or structures.
 - 8.5.2.** Damage to the rudder etc. due to cill damage in locks
 - 8.5.3.** Late return of boat
 - 8.5.4.** Return of boat in a very dirty and unacceptable condition.

9. SAFETY AND OTHER RULES:

- 9.1.** You agree to comply with the following rules at all times during the Hire Period;
 - 9.1.1.** To ensure that at all times, while the boat is being navigated or is transiting locks, the minimum age of the operator onboard and in charge is 25 years.
 - 9.1.2.** Not to tow or be towed other than in exceptional circumstances.
 - 9.1.3.** To moor the boat securely.
 - 9.1.4.** Not to navigate after sunset or before sunrise.
 - 9.1.5.** To observe all speed limits, and not to navigate at a speed which creates a breaking wash or disturbs or inconveniences other waterway users.
 - 9.1.6.** Not to race the boat.
 - 9.1.7.** Not to bring onto the boat any portable heaters, electric tools or cooking appliances, inflammable liquids or substances, gas cylinders, car batteries, firearms or any other items which might create dangers or hazards without the Company's prior written permission.
 - 9.1.8.** Not to use the boat for any commercial purpose.
 - 9.1.9.** To allow the boat to be occupied only by the persons named in the Booking Confirmation.
 - 9.1.10.** Not to allow to be on the boat at any time more than the allocated number of persons as advised by the Company.
 - 9.1.11.** Give way to laden or unladen cargo boats, sailing craft, rowing boats and other human propelled craft.
 - 9.1.12.** Not to take the boat on to sea or tidal waters. To cruise only on canals and river approved by the Company.
 - 9.1.13.** Not to have or carry any live bait inside the boat.
 - 9.1.14.** At all times to observe all bye-laws and navigational limits and abide by the instructions and advice of the relevant Navigational Authorities and the Company and their respective officers and employees.
- 9.2.** The Company reserves the right at its reasonable discretion and without liability to restrict cruising areas or routes in the light of prevailing weather and navigation conditions.
- 9.3.** If You are reported for improper navigation during the Hire Period or if You are in breach of any of the rules in condition 9.1 and if the Company has good reason to believe that it will be involved in any expense or penalty as a consequence then at the End Date the Company may retain the

security deposit against prospective future liabilities, provided that it shall pay it into a separate client account. If no action has been taken after a maximum period of 6 months from the End Date the Company shall return the Security Deposit to you together with accrued interest. Where the Security Deposit has been provided by credit card the Company shall not be entitled to charge the card with more than the amount stated in Condition 8.3 and shall be obliged in any event to notify you in writing of the amount and date of any such charge.

10. ACCIDENTS:

- 10.1.** You are in charge of the boat and are responsible for its safe navigation. In the event of any accident or damage involving You or any other people or any property you must: -
- 10.1.1.** Obtain and record the name of any other boats and the names and addresses of any other people involved on the form provided by the Company (when available).
 - 10.1.2.** Notify the Company as soon as practically possible with full details of the accident and any damage sustained.
 - 10.1.3.** Proceed in accordance with and follow the Company's reasonable instructions

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- 11.1.** You are responsible for and will keep the boat and its equipment and contents in clean and tidy order during the Hire Period.
- 11.2.** You must notify and provide full details to the Company of any breakdown, damage, theft or loss involving the boat as soon as practically possible. You must not undertake or commission any repairs, adjustment or service without the Company's prior approval.
- 11.3.** Although the boat and its equipment are insured against many risks by the Company You remain responsible to the Company for any damage or loss arising from Your breach of the Agreement, Your deliberate acts or from Your negligence.
- 11.4.** You shall be responsible for getting the boat off mud banks or other grounding and for removal of weeds, rope or other matter from propellers and steering gear and for keeping the Company informed of any incidents of this nature.

12. HIRER'S PROPERTY:

- 12.1.** Vehicles may be left entirely at their owner's risk in the Company's car park. The Company will be under no liability for any loss or damage to vehicles or their contents or for Your property on the boat or unless caused by the Company's negligence.
- 12.2.** The Company may take such reasonable action as it shall consider necessary to silence car alarms in the Company's car park and to recover the costs from You. This is inclusive of any requirements and obligations under the Noise and Statutory Nuisance Act 1993.
- 12.3.** The Company will return property which it finds which has been accidentally left on the Boat provided that it is claimed promptly and that You either arrange for its collection or agree to pre-pay for any postage and packing. Property not claimed within two months from the End Date may be disposed of by the Company.

13. FUEL:

The boat is handed over ready fuelled. The hire cost is inclusive of diesel.

14. PETS:

- 14.1.** Pets are allowed on the boat only with the Company's permission. You shall give notice of any pets You wish to bring at the time of making the booking.
- 14.2.** The Company's charges for pets are set out in the pricing structure.
- 14.3.** You must provide any pet baskets or blankets.
- 14.4.** All pets must be properly house trained or caged as appropriate, must never be left unattended, and shall not be allowed on bedding or chairs.

14.5. Pets and pet damage are not covered under the Company's insurance policy and you will be liable for any additional cleaning damage or loss caused by them.

15. INVENTORY:

You will be required to sign the inventory on taking the boat over. Any shortcomings discovered during the Hire Period must be notified to the Company as soon as practically possible so as to afford the Company the opportunity to rectify the matter. You will be responsible for the cost of replacing or repairing any items on the inventory which are missing or damaged at the end of the Hire Period.

16. COMPLAINTS

16.1. We hope that any complaint can be resolved while you are on holiday either via a telephone call or Ashby Boat Company staff visiting the boat, so that you can enjoy the remainder of your time on board.

16.2. We will always aim to provide high quality services and to provide a high standard of customer care. We recognise however that sometimes we may not get things right. It is therefore important that you can raise any issues or complaints with us.

16.3. How to make a complaint. If you would like to make a complaint, you can do so via any of the following methods.

16.3.1. Preferably by telephoning or emailing the boat yard while you are on holiday.

This will give us the opportunity to resolve the issue and you to enjoy your holiday.

16.3.2. On returning the boat to the boat yard

In person at the boat yard –please make a note of the person's name but should be followed up with either an email or Letter

16.3.3. Telephone – You can complain via telephone on 01788 890784 but should be followed up with either an email or Letter

16.3.4. Email – You can complain via Email on sales@ashbyboats.com

16.3.5. Letter – You can write a letter addressed to:

16.4. Ashby Boat Company, 89 Station Road, Stoke Golding, Warwickshire, CV13 6EY

16.5. Complaints will be looked at and processed by our team during our office hours which are currently 8:30-16:30 Monday, Wednesday and Thursday, 8:30-16:00 Friday and 9:00-12:00 Saturday and Sunday, March to October and 8:30-16:30 Monday, Wednesday and Thursday, 8:30-16:00 Friday and 9:00-14:00 November to February.

16.6. Please include the following information in your complaint:

16.6.1. Your full name

16.6.2. Your contact details (telephone and email address)

16.6.3. When you first told us there was an issue.

16.6.4. Any relevant information date, time, place, boat name, staff's name

16.6.5. Booking reference and lead booking name

16.6.6. A key summary of the problem or problems you experienced and why the service was not satisfactory.

16.7. We will then conduct a thorough investigation into your complaint. We may need to contact you in order to obtain further details during the investigation.

16.8. A response to your complaint will ordinarily be provided to you via email, or letter if requested.

16.9. Once we have acknowledged your complaint, we will ordinarily provide the full response within 14 business days. Sometimes, the investigation may take longer. If this is the case, we will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive updates thereafter.

- 16.10.** We may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include
- 16.10.1.** A full refund
 - 16.10.2.** A partial refund
 - 16.10.3.** Credit or voucher
 - 16.10.4.** Provision of extra services on another booking.
- 16.11.** We will offer the solution which we judge is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where it is appropriate.
- 16.12.** If we do not agree with your grounds for complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally.
- 16.13.** We hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other channels.
- 16.14.** We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved in this manner, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

17. DISPUTE RESOLUTION:

- 17.1.** The British Marine Federation and the Royal Yachting Association recommend that disputes arising under this form of Agreement which cannot be resolved by negotiation, should, with the written agreement of the parties, be submitted to mediation or failing that to arbitration under the British Marine Federation's Dispute Resolution Scheme, which is approved by the Royal Yachting Association.
- 17.2.** Details of the mediation scheme operated by the British Marine Federation are available at www.britishmarine.co.uk/mediation.

Matters suitable for arbitration shall be submitted to a single Arbitrator in accordance with the British Marine Federation's Dispute Resolution Scheme. The provisions of the Arbitration Act 1996 shall apply.

18. EXCLUSION AND LIMITATION OF LIABILITY:

- 18.1.** The Company shall not be liable to pay any compensation, damages, costs or expenses for any claim arising from any cause beyond the Company's reasonable control which could not have been mitigated or avoided by the Company including but not limited to: – Loss of or damage to any person's property (including the Boat); – non-fulfilment, interruption or delay to the booking; – breakdowns, mechanical problems, latent defects, damage to the Boat; – restrictions on cruising, obstructions, repairs, damage or closure of waterways, non availability of routes, – navigational works, storms, floods, droughts, ice, shortage of water or other weather or climactic conditions; – rationing, shortage or non availability of fuel; – consequential loss, damage or expense which You incur including the cost of alternative transport, accommodation or other holiday provision.
- 18.2.** The Company's total liability to You and any person claiming through You in respect of all claims which may arise under the Agreement (other than in respect of claims for personal injury or death due to negligence on the part of the Company) shall be limited in aggregate to twice the Total price actually paid by You to the Company in respect of the Agreement in question.

19. BROCHURE / Pop-Up:

The specifications of boats, their accommodation, facilities and equipment in the brochure are intended as a general guide and the Company shall not be liable in the event of any insubstantial differences in the boats supplied and reserves the right to make modifications. In particular alterations may occur during rebuilding or refitting, boats within classes may differ, colours may vary, layout plans

are for guidance only and are not to scale and boats may have steps which are not shown. If your party includes any infirm or disabled persons, You should make relevant enquiries at the time of booking.

20. LAW AND JURISDICTION:

20.1. This Agreement shall be governed by the law of England and Wales.

20.2. Any dispute arising under this Agreement shall be submitted to the exclusive jurisdiction of the Courts of England and Wales.

21. THIRD PARTIES: Only the named parties to the Agreement may enforce the terms of the Agreement. The parties agree that the Contracts (Rights of third Parties) Act 1999 shall not apply to this Agreement. When booking a narrowboat from Ashby Boat Company Limited you are agreeing to abide by the APCO 2010 boat hire conditions set out in this brochure