



# Tonbridge River Trips

PG Pleasure Boats Ltd t/a Tonbridge River Trips Trips Terms & Conditions

## Tonbridge River Trips - Terms and Conditions

Ver 16 Dec 2024

<https://tonbridgerivertrips.co.uk>

- 1 Bookings can be made for any number up to 12 on all trips and experiences
- 2 Bookings cannot be made online for today - contact the skipper (details on home page) by phone.
- 3 Bookings can be made for exclusive use of the boat or to join others on scheduled trips.
- 4 Children (under16) and vulnerable adults MUST be accompanied by a responsible adult (16+).
- 5 Charges for Scheduled trips. Exclusive trips. Special trips and Wildlife Experiences are available on the website.
- 6 When using online booking we will take full payment by card.
- 7 Change or Cancellation of any Trip or Experience. You can change the date and or time of your booking, or cancel your booking by emailing [info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk) giving a minimum 7 days' notice. No refund will be given for less than 7 days' notice or missed departures - except in special circumstances decided on a case-by-case basis by us. In the event that the trip cannot proceed, due to our "service" the fee, will be refunded or held against a revised date.
- 8 If any person in the party has a disability (that we need to be aware of) please add a note during the booking process.
- 9 Tonbridge River Trips will try to keep to schedules as advertised but be aware that events and conditions can cause this to vary, where and when possible, we will attempt to contact you and advise.
- 10 Whilst on the boat please remain in your seats.
- 11 Well behaved dogs are welcome and travel free on all but the Wildlife Experiences, maximum 1 large dog or 2 small dogs per trip.
- 12 The trip starts and ends at the Big Bridge in Tonbridge High Street access via the steps, please arrive 5 minutes before departure and wait in the area above the mooring, away from the gate and steps until invited on board.
- 13 You should contact Tonbridge River Trips by email ([info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk)) to arrange or enquire about special bookings.
- 14 Tonbridge River Trips reserves the right to refuse any person(s) without prejudice, explanation, or refund.
- 15 All water activity carries a risk, we aim to minimise the risk but when you book you are accepting this as your own risk.
- 16 Tonbridge River Trips boats are licenced by the Environment Agency to Operate on the Medway.
- 17 All details about Tonbridge River Trips are available online at <https://tonbridgerivertrips.co.uk>
- 18 Tonbridge River Trips boats, skippers, and equipment is inspected and licenced by Tonbridge and Malling Borough Council.
- 19 Tonbridge River Trips reserves the right to alter these terms and conditions at any time.