



# Tonbridge River Trips

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

## Tonbridge River Trips - Terms and Conditions

Ver 17 Feb 2025

<https://tonbridgerivertrips.co.uk>

- 1 You can make bookings for any number up to 12 passengers on all trips and experiences.
- 2 You cannot make bookings online for today - contact the skipper by phone (details on the home page).
- 3 You can make bookings for exclusive use of the boat or to join others on scheduled trips.
- 4 Children (under 16) and vulnerable adults must have a responsible adult (16+) with them.
- 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 issued if you give less than 7 days' notice or miss your departure. However, we may consider special circumstances on a case-by-case basis. 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 aims to stick to our advertised schedules. However, events and conditions may cause changes. We will try to contact you and let you know when possible.
- 10 Whilst on the boat please remain in your seats.
- 11 Well-behaved dogs can travel for free on most trips. You can bring 1 large dog or 2 small dogs. However, this doesn't apply to the Wildlife Experiences.
- 12 The trip begins and ends at the Big Bridge in Tonbridge High Street . Access is by the steps. Please arrive 5 minutes early. Wait in the area above the mooring, away from the gate and steps, until invited on board.
- 13 Email Tonbridge River Trips at [info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk) to set up or ask about special bookings.
- 14 Tonbridge River Trips reserves the right to refuse any person(s) without prejudice, explanation, or refund.
- 15 All water activities come with risks. We try to minimize these risks. However, when you book, you accept this risk as your own.
- 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>



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18 Tonbridge River Trips' boats and skippers are checked and licensed each year by Tonbridge and Malling Borough Council.

19 Tonbridge River Trips reserves the right to alter these terms and conditions at any time.

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