

Terms and Conditions for Group/Travel Trade Bookings*

Definitions

In these conditions:

“We”, “Us” and “Our” refer to British Waterways, including our employees and agents to whom these conditions apply.

“You” means the person or persons named in the booking confirmation

Cancellation and Amendment

If you wish to change the details of a confirmed booking you must contact us at the Anderton Boat Lift Centre immediately by telephone and confirm the change in writing. Bookings may not be changed less than two days before the trip date. For changes made less than two days before the trip date the full balance will still be applicable

If you wish to cancel the booking you must notify us at the Anderton Boat Lift Centre immediately by telephone and confirm the request for cancellation in writing. Cancellations must be received by us no less than seven days before the trip date. For cancellations made less than seven days before the trip date the full balance will still be applicable

Limited Liability

We shall not be liable for any losses or costs incurred as a result of any delay or cancellation by us of a trip apart from providing a refund

In any event, we shall not be liable under this agreement for any loss caused by us in circumstances where (i) there is a breach of a legal duty of care owed to you by us (ii) such loss is not a reasonably foreseeable consequence of such a breach (iii) any increase in loss results from breach by you of any term of this agreement

Safety and other trip requirements

Passengers with mobility or access difficulties may need assistance when leaving the boat – you should therefore plan ahead and make sure you have someone with you to help

All passengers must respect the health, safety and comfort of other passengers and of our staff and must comply with our safety instructions and any reasonable request made by us during a trip. No smoking, other use of a naked flame or consumption of alcohol is permitted during a trip.

* full terms and conditions for the whole business available upon request