

# All Aboard

## Navigating life together

### Boat Trip Terms & Conditions

Please read our terms and conditions before making a trip on the All Aboard canal boat.

#### Booking process

- To book a trip, please email [all.aboard@peopleknowhow.org](mailto:all.aboard@peopleknowhow.org), and a team member will be in contact. It is highly recommended to book your trip at least two weeks in advance.
- Our free services extend to hosting trips for community groups and organisations.
- Although not mandatory, any contributions or donations are greatly appreciated. Donations can be made through our secure website or at the end of the trip.
- Regrettably, we do not accept private hire requests; however, our partnership offerings are flexible and accommodating to the needs of your Corporate Social Responsibilities strategy.

#### Restrictions

- Regrettably, our wheelchair lift is currently out of order. Unfortunately, this means that the boat is not wheelchair accessible at this time. Please also note that the pontoon is unstable and moves underfoot.
- If any of the passengers require special assistance, please let us know at the time of the booking.
- Children under 16 years of age must be accompanied by a responsible adult.
- Child buggies are permitted.
- Well-behaved dogs are permitted on board.
- Smoking, including e-cigarettes and consuming alcohol, is not permitted on board.
- You will ensure that our staff and volunteers are treated kindly and with respect by your group.

#### Embarkation

- You must have completed your own risk assessment before the trip goes ahead.
- Passengers must arrive at the agreed time. Please be on time for your trip, as delays can affect the duration of the trip. In case of rain, the crew will show you where to wait until the boat is ready for embarkation.

- Please allow plenty of time for parking. Polwarth Church doesn't have a private parking area and it is your responsibility to find a suitable parking space.
- The pontoon sits on the water and is unsteady underfoot. It will be your responsibility to ensure that all members of your group can safely get on and off the boat via the pontoon.
- We are not responsible for personal belongings that you bring on the boat.
- The maximum number of passengers is 12. Children and babies are included in the count. This is due to our safety rating.

## Departure and facilities

- Passengers must pay careful attention and follow all instructions and safety announcements from the helmsperson and crew. Any passenger ignoring instructions or causing a disturbance will be denied boarding.
- You will ensure all your passengers know not to lean or hang out of the windows, doors, or railings.
- Restroom amenities are accessible on board, although we regret to inform you that we do not have facilities for baby changing.
- All Aboard will provide tea, coffee and biscuits. If you require any other food, please bring this with you.
- Although the boat is heated inside during cold weather, we recommend passengers wear weather-suitable protective clothing.
- On the boat, the responsibility for activities and entertainment of the passengers belongs to the organisation using All Aboard.

## Trip cancellation policy

### Purpose

All Aboard is run by People Know How in collaboration with Polwarth Parish Church. We do not charge for our trips and rely largely on volunteers to help us provide this service.

Due to the nature of the service, sometimes trips will need to be cancelled. This section provides information about our cancellation process.

### Commitment

We will always try to avoid cancelling a trip; however, if we do have to, we will try to provide as much advance notice as possible and the option to reschedule your trip as a matter of priority.

We understand that life happens. If you need to cancel your booking, we kindly ask that you contact us with as much advance notice as possible and, if it is a last-minute cancellation (24 hours beforehand or less), that you contact us by email and telephone so that we receive your message and have time to pass it onto our volunteers. We will do the same for you.

### Reasons we might cancel and reschedule a trip

We might need to cancel your trip for any of the following reasons:

- If we do not have a full crew to run the trip (a full crew consists of 1 helmsperson and 2 crewmembers).
- If the weather makes the trip unsafe to go ahead. The average wind speed must not exceed 20mph and gusts must not exceed 35mph. If speeds get close to this but do not exceed, we will contact the crew to check whether or not they feel comfortable continuing the trip.
- If we need to do emergency maintenance.
- If we need to do emergency refuelling.
- If there is priority crew training that cannot be scheduled for a different date.
- If there are health and safety or safeguarding concerns surrounding the boat or pontoon.

We also operate a zero-tolerance approach to abuse of any of our staff, volunteers or partners. If anyone experiences any kind of abuse, your trip will be cancelled and your group may not be allowed to come aboard again.

## Notifying you of a cancellation

### In advance

If at 72 hours (3 days) before the trip we don't have enough volunteers to form a full crew, we will contact the group leader via email and cancel the trip.

If the trip is set to go ahead on a Monday, the 72-hour rule will exclude Saturdays and Sundays (non-working days for People Know How), meaning that we will need to contact the group leader on the previous Wednesday.

If we are cancelling for any other reason (e.g. emergency maintenance), we will contact you as early as possible.

### Last-minute (24 hours or less before the trip)

If we have to cancel a trip last-minute, we will contact the group leader via phone call, text and email.

## Notifying us of a cancellation

### In advance

If you need to cancel within 2 weeks, please contact [all.aboard@peopleknowhow.org](mailto:all.aboard@peopleknowhow.org).

### Last-minute (24 hours or less before the trip)

If you have to cancel a trip last-minute, please contact us via phone call, text and/or email. Our phone number is 01315 690 525.

## Emergency contact

If in doubt, please contact the office on 0131 569 0525. You can also text this number.

## Options for the group

In the event of trip cancellation due to bad weather, we can offer a stationary alternative. The group may still gather on the boat and proceed with their meeting while the boat remains docked.

In case of extreme weather or other circumstances as previously mentioned, your trip will be rescheduled for a more suitable date and time.