



## Grove Ferry River Trips - Terms and Conditions

Ver 13 - Dec 2024

<https://groveferryrivertrips.co.uk>

- 1 Bookings can be made for any number up to 12 on all trips.
  - 2 Bookings cannot be made online for today - contact the skipper (details on website) 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@groveferryrivertrips.co.uk](mailto:info@groveferryrivertrips.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 Grove Ferry 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 from the Decking on the river side of the Grove Ferry Inn access via the ramp, please arrive 5 minutes before departure and wait on the desking until invited on board.
  - 13 You should contact Grove Ferry River Trips by email ([info@groveferryrivertrips.co.uk](mailto:info@groveferryrivertrips.co.uk)) to arrange or enquire about special bookings.
  - 14 Grove Ferry 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 The Grove Ferry Inn cannot speak, advise, or take bookings on our behalf.
  - 17 All details about Grove Ferry River Trips are available online at <https://groveferryrivertrips.co.uk>
  - 18 Grove Ferry River Trips boat, skippers, and equipment is licenced and inspected by Canterbury City Council to Operate on the Stour.
  - 19 Grove Ferry River Trips reserves the right to alter this information at any time.
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