

Spirit of Endeavour Boat Trips - Standard Conditions

Changes for 2024 are highlighted in red – please read these carefully

The Carer/Responsible Person is to ensure that all passengers comply with these Standard Conditions.

1. Standard Conditions

The Hirer undertakes to ensure that they have read and understood the Hire Conditions presented here. If the hirer is in any doubt as to the meaning of anything in this document, the Spirit of Endeavour should be consulted immediately.

Messages can be left on 01756 701005 option 1. The phone is not normally manned so leave a message or email us at bookings@spiritofendeavour.org.uk

2. Payment for the trip

Trips will not be fully secured unless payment has been received within 28 days of booking the trip. An invoice will be sent to the email address registered with the booking. Payment can be accepted by bank transfer, credit or bank card or cheque. **For card payments there is a secure link on the electronic invoice which will enable the payment to be made.**

3. Format of the trip

The format of a standard trip is shown on the website. Unless agreed otherwise trips will expect to leave the pick-up point at the far end of the Skipton Hospital car park at 10:30 and will return around 3:30 depending on conditions on the day. Late arrival may require a shorter form of the trip or a later return which can be agreed on arrival at the boat. Christmas trips will leave 30 minutes earlier at 10:00 am to accommodate the shorter daylight hours. The boat cannot operate in the dark.

The address for the trip start-point is Skipton General Hospital, Keighley Rd, Skipton BD23 2RJ

If you are going to be late arriving, please inform the boat by ringing 01756 701005 option 2 or by ringing the boat phone on 07513 212930 to inform them of your likely arrival time.

Any special requirements or changes to the format of the trip should be agreed upon at the booking stage.

4. Smoking Policy

Smoking and vaping are not permitted inside the boat or on the open decks.

Short smoking breaks can be taken at swing bridges by arrangement with the Skipper. Cigarette ends and matches must be disposed of with regard to fire hazard – not in the boat's waste bin if hot.

5. Carer/Responsible Person Responsibilities

Each trip will have either a Carer (Care Home Trips) or a Responsible Person (Community Group and Family trips) nominated by the Hirer, who will be responsible for the welfare of all passengers and any personal care needs that they may have. They will also be responsible for the preparation of food and drinks, closely supervising the use of the kitchen by passengers who are competent and ensuring that hot food and drinks are moved carefully and safely to passengers. Where the Carer/Responsible Person is not able-bodied s/he must be accompanied by a second Carer/Responsible Person who is able-bodied in order to ensure that all of the tasks required by these Standard Conditions are fulfilled.

The Crew are instructed not to lift passengers for insurance reasons. Carers/Responsible Persons must ensure that they have the capacity to lift passengers, if necessary, when transferring to/from the boat, when attending to personal care or following a fall.

Whilst we cannot control nature, the crew will brush most of the leaves from the Hospital Ramp and in icy weather will sprinkle rock salt. Carers/Responsible Persons must wear non-slip flat shoes and ensure that all passengers do likewise.

Carers/Responsible Persons are responsible for taking appropriate care to avoid slips/trips and falls between their transport and the boat and also on the boat itself; and in addition, must ensure that passengers take similar care.

The boat has limited headroom at entrance hatches/steps and below decks – Carers/Responsible Persons need to take care and ensure that passengers take similar care.

Carers/Responsible Persons are responsible for moving passengers from their transport to the boat and on the boat itself, as required.

In hot weather Carers/Responsible Persons must ensure that passengers are suitably protected by suncream, long sleeves and sunhats etc and that fluid intake is maintained. Conversely in cold weather Carers/Responsible Persons must ensure that passengers wear suitable clothing for transfer from their transport to the boat having regard for the anticipated conditions. Spare blankets are on board to supplement the boat heating system.

6. Passengers

Endeavour is licensed to carry up to 12 passengers which includes anyone in a wheelchair and any carers or Responsible Persons.

The number of wheelchair users including poor walkers who need a wheelchair to access the boat are restricted to four and each must have his/her own wheelchair on board. The boat cannot leave the jetty with more than 12 passengers excluding the Endeavour crew, nor if the number of wheelchair users exceeds four, nor if all wheelchair users do not have a wheelchair on board. This is to ensure that the boat can be evacuated safely by all passengers in the event of a serious fire which could occur at any point during the trip.

On the canal there is low headroom under bridges and many overhanging branches, especially when passing other boats. Passengers on the front deck must remain inside the handrails and below the roofline at all times.

Passengers must move around the boat with care – be aware of wet and slippery surfaces and potential bumps/jolts – the crew will warn passengers when possible.

Passengers, including Carers/Responsible Persons, are only allowed on the rear deck with the consent of the Skipper, due to low/no handrails and the potential of impeding essential crew actions.

Passengers must remain seated with the cooker switched off when passing through locks.

The Crew's duties relate to the operation of the boat – they cannot provide personal care or refreshments etc for passengers.

7. Wheelchairs

Wheelchairs with their occupants must not exceed the weight limit for the passenger lift which is 300Kg or 47 stone.

There is a width restriction for wheelchairs of 29 inches (735mm) due to access width to the passenger lift. If the wheelchair will not go through the door then the person in the wheelchair will have to sit outside at the front of the boat. If this is the case consideration should be given to the weather on the day and any rainwear may be needed. Toilet facilities will not be available.

8. Dogs and Pets

A service dog that has been certified by Assistance Dogs International or the International Guide Dog Foundation is welcome on the boat. Other pets are only permitted by special arrangement.

9. Transfer from Transport to Endeavour

Crew cannot push wheelchair users from transport to Endeavour for insurance reasons. Carers/Responsible persons are responsible for moving passengers who need assistance from Transport to Endeavour and within the cabin or on the front deck. Carers/responsible persons are responsible for taking appropriate care to avoid slips/trips/falls and must ensure that passengers take similar care as they would in their own locality.

10. Passenger List and Passengers' Medical Conditions

On arrival, a completed passenger list with the names of passengers should be given to one of the crew members. A link to download the form is provided in the confirmation email, if you don't have one contact us and we will send one out. This form is an insurance requirement so must be provided on the day, if not we will ask you to complete one on the boat.

The Carer/Responsible Person must hold details of any medical conditions of all passengers in case of illness during the trip.

11. Lift Usage

There is a lift installed on the boat to allow wheelchair users or infirm passengers to access to the cabin. Only trained crew members can operate the lift and the crew member's instructions must be followed for safety. Ask a crew member when the use of the lift is required. The crew member will supervise the loading and unloading of wheelchair users.

All wheelchair users must wear waist belts when using the lift (one is available on the boat for wheelchairs that are not fitted with belts). Brakes must be locked on and powered wheelchairs switched off in the lift.

12. Wheelchair Users

The number of wheelchair users including poor walkers who need a wheelchair to access the boat is restricted to four and each must have his/her own wheelchair on board.

If it is expected to enter the cabin the wheelchair must fit through the door to use the lift. Powered wheelchairs that meet the dimensions and weigh under 300KG including the occupant are welcome. Dimension information is available on the website. If the wheelchair is too large for the door the passenger will have to remain outside on the front deck for the duration of the trip. Use of toilet facilities will not be possible and weather conditions need to be considered - suitable clothing should be brought along.

13. Facilities Onboard

Tea coffee and milk are provided free of charge, for Carers or Responsible Persons to make drinks for passengers or to supervise passengers making drinks, if appropriate.

There is a disabled toilet. Only toilet paper should be put down the toilet.

All incontinence pads and other clinical waste must be removed at the end of the trip.

14. Fire Safety and Food Preparation

Provision of food is the responsibility of the hirer.

The cooker, kettle and microwave can be used to heat food but are only to be used by Carers/Responsible Persons and passengers who are competent to use them.

Carers/Responsible Persons are to directly supervise the use of the cooker, kettle and microwave.

No metal objects are to be placed in the microwave. No food to be allowed to burn in the cooker or in microwave and the kettle must not be allowed to boil dry. Care to be taken with inflammable items near cooker including tea towels and clothing. Carers/Responsible Persons are to directly supervise the moving of hot drinks/hot water/hot food from kitchen to passengers.

Shallow and deep frying are not permitted on the boat.

15. General Conditions

Spirit of Endeavour will not accept liability for any loss or inconvenience caused to the Hirer or Passengers due to delays in timing. We will do our best to stick to the published times but circumstances outside our control can cause delays.

Spirit of Endeavour will not accept any responsibility or liability for any loss or damage to articles of the Hirer or Passengers. Any articles of lost property will be held for 28 days if not claimed by the owner after that time Spirit of Endeavour reserves the right to dispose of items as it sees fit.

16. Cancellation and Refund Policy

If for any reason Spirit of Endeavour has to cancel a booking it will attempt to give as much advance notice to the Hirer as possible. In these circumstances, Spirit of Endeavour will try to agree with the Hirer on a suitable alternative date for the trip. If an alternative date cannot be agreed upon and the reason for the cancellation is no fault of the Hirer, Spirit of Endeavour will provide a full refund of all payments made.

If the Hirer cancels a booking they will be entitled to a refund of monies paid as providing notification is received 14 days before the date of the trip. An attempt to change the booking to an alternative date will be made.

If cancellation is received less than 14 days from the date of the original Charter Hire, any monies paid will be non-refundable.

We reserve the right to cancel bookings at any time at our discretion which could include a frozen canal, mechanical failure of the boat, a double booking or any circumstances beyond our control with a full refund of any monies already paid.

17. The Crew and Skipper

The boat is crewed by a suitably trained crew and at least one skipper, all of whom are volunteers.

The skipper holds a CCBM issued by the NCBA and is qualified to manage the boat and crew.

The skipper is responsible for the management and safety of the boat and the crew has many essential duties to ensure that the boat trip takes place safely. Any decisions are final and all instructions from the crew and skipper must be followed promptly to maintain this safety. At the start of the trip, a safety briefing will be delivered by the skipper or a designated crew member.

The crew will make sure that all passengers are transferred from the jetty to the boat and back again safely.

Spirit of Endeavour (Yorkshire) CIO

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