



39 York Road
London
SE1 7NJ

Tel: 0207 928 8933

bookings@londonribvoyages.com
www.londonribvoyages.com

Terms and Conditions – London RIB Voyages Ltd

By making a booking with London RIB Voyages Ltd ("LRV") you acknowledge that you have read and agree to be bound by these terms and conditions. In addition you have read and agree to the use of your information as set out in our privacy policy.

Cancellations & changes to your booking by London RIB Voyages (LRV)

A **minimum** of eight people is permitted on any one experience, except at the absolute discretion of LRV. Vessels that are not filled by the minimum number of passengers will be rearranged or cancelled with or without prior notice.

We reserve the right to move your booking time or day due to operational or other commitments.

LRV reserve the right, where necessary to deviate from a vessel's planned route. The river and river usage will on occasion dictate such changes, where possible customers will be advised of any changes prior to sailing. In these circumstances where an alternative trip is offered no refund will be offered by LRV.

Cancellation by the passenger

Once your voyage date and time is confirmed the booking is non-changeable and non-refundable. A date/time transfer may be offered in extenuating circumstances with a minimum 48 hours notice and at the complete discretion on LRV's management team.

All bookings are non-transferable except at the complete discretion of London RIB Voyages. Please be aware if you miss your scheduled departure you will not be eligible for an alternative booking or refund.

In the unlikely event that the vessel has to make an emergency return to London Millennium Pier LRV will not be liable for replacement tickets and/or refunds.

Medical Conditions & Pregnancy

All boats can experience unpredictable movements that can aggravate existing medical conditions. You must inform us of any material fact, including medical conditions or disabilities, which may affect the skipper's decision to carry you as a passenger, especially epilepsy, dizzy spells, diabetes, angina or any other heart conditions, back/bone conditions and pregnancy.

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London RIB Voyages advises you NOT to travel if you have any historical or current backbone conditions or complaints.

We are not medical experts so instruct you not to travel with us if you suffer from a back condition.

Be advised the river is an ever changing environment and the vessel may be subject to unpredictable movements.

London RIB Voyages does not allow women who are pregnant aboard, regardless of the stage of the pregnancy.

The decision to sail and the consequences of doing so are entirely at the passenger's own risk. London RIB Voyages does not accept any liability for personal injury, or injury to others and/or loss or damage.

Clothing

All guests in your party will be offered a sailing jacket which they may or may not wish to wear. Life jackets are provided and must be worn at all times. Your guide will give a full safety briefing which will include full instruction on the inflation of life jackets. Please note if life jackets are manually inflated and/or damaged with intent, as lead name on this booking you will be charged £25.00 per jacket.

Suitable clothing must be worn bearing in mind it is usually cooler on the river compared with the shore. The skipper reserves the right to refuse boarding if the passenger is not suitably dressed. No refund will be given in such circumstances.

All persons cruising on London RIB Voyages (LRV) and/or visiting its booking office at the pier do so subject to the following terms and conditions:

1. Tickets may be purchased either individually or a vessel may be hired exclusively (referred to as a "Boat Charter"). The maximum number of persons allowed per boat is 12. Unless a boat has been chartered, groups of 12 persons will not always travel in the same boat.
2. No food or beverage of any nature may be consumed on the boat itself or on the boarding platform leading to the boat without express permission of LRV.
3. Ticket holders must arrive at the London RIB Voyages boarding point one no less than 15 minutes prior to the voyage time printed on the ticket. Latecomers will not be admitted to later trips except at the absolute discretion of LRV.

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4. Neither the date, time nor type of any ticket, nor booking for a vessel, may be changed. Payments for tickets and bookings for charters are non-refundable and tickets and charter bookings may only be changed or replaced at the absolute discretion of LRV.
5. Concession tickets are for children up to the age of 12. Children under the age of 16 must be accompanied by an adult, aged 18 years or over and whilst on or in the vicinity of the London Eye shall remain under the control or supervision of an adult at all times. A vessel may only be chartered by persons aged 18 years or over.
6. LRV reserves the right, in its absolute discretion, to refuse entry on to or remove from the Pier, any person who;
 - 6.1 has been convicted of a criminal offence which, in the opinion of LRV, is likely to affect the safety or enjoyment of other visitors;
 - 6.2 has behaved in a manner which, in the opinion of LRV has, or is likely to affect the safety or enjoyment of other visitors;
 - 6.3 has used threatening, abusive or insulting words or behaviour or in any way provokes or behaves in a manner which may provoke a breach of the peace.
7. Save as otherwise permitted by LRV, all persons cruising on the vessel must pay for admission prior to boarding the vessel. Tickets must be retained at all times and submitted for inspection if required by any employee or agent of LRV. Any person attempting to gain admission to the vessel without a valid ticket may be ejected from the vessel or its vicinity.
8. To prevent offensive weapons or dangerous articles from being taken onto the vessel, visitors are admitted subject to a condition that, if requested to do so, they will allow themselves and/or their belongings to be searched. It is prohibited to take onto the vessel any weapons, fireworks, smoke bombs, glass bottles, flammable liquids or other articles, which may cause injury. The throwing of any article which could cause injury or annoyance is strictly prohibited.
9. Smoking is strictly prohibited on the vessel itself, and on the boarding platform leading to the vessel.
10. Pets or animals of any nature are expressly prohibited on the vessel itself, the boarding platform leading to the vessel (except for guide dogs and hearing dogs) without the express permission of LRV.
11. Unnecessary noise, (such as that from the use of radio sets and other electrical equipment), or any behaviour likely to cause annoyance to other visitors or confusion of any kind is not permitted on or in the vicinity of the vessel.
12. No ticket may be resold without the previous written consent of LRV. If LRV reasonably believes that a ticket has been resold without such consent, the holder may be refused entry to or ejected from the vessel without payment of compensation.
13. Other than liability for death or personal injury resulting from LRV's negligence, LRV, its employees or agents shall not be liable for any loss or damage, direct or indirect, howsoever arising, including without limitation any distress, inconvenience or anxiety caused during the course of any cruise undertaken and/or during evacuation from the vessel in the event of breakdown or accident.

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14 The London Eye is operated by the London Eye Company. LRV shall not be liable to any passenger on the vessel, and passengers on the vessel shall not make any claim against LRV, which arises out of or in connection with or as a consequence of the operation of the vessel.

15 From time to time LRV or other authorised parties may carry out photography and/or video recording and/or other monitoring on or in the vicinity of the vessel which may feature visitors. By accepting these terms and conditions, you agree that LRV or any authorised party may use such images in perpetuity in any promotional, advertising or publicity material in any format whatsoever. You further agree that copyright in these materials rests with LRV or such authorised party (as the case may be). LRV allow customers to take their own photography from their seats. We are not liable for any damage to equipment.

16 The LRV cruise is operated by London RIB Voyages. The London Eye Company shall not be liable to any passenger on the LRV, for any loss or damage which arises out of or in connection with or as a consequence of the operation of LRV including, but not being limited to, loss of profit, damage to or loss of property or items belonging to the passenger and any personal injury to the passenger (but only so far as such injury is not caused by LRV's negligence). LRV reserves the right to substitute for any vessel hire another vessel of a capacity sufficient to accommodate the number of persons expected to be carried, and / or to vary the trip at the absolute discretion of LRV. We will use reasonable endeavours to ensure that the LRV operates. However, we reserve the right, in its absolute discretion, whether for safety reasons or otherwise, and with or without prior notice, to cancel the cruise. In the event of such cancellation, LRV will refund to any visitor whose ride is cancelled, the cost of his or her prepaid ticket, but otherwise shall have no liability whatever, including no liability for travel expenses or any other out of pocket expenses, in respect of the cancellation. LRV ticket holders must arrive at Waterloo pier no less than 20 minutes prior to the cruise time. Latecomers will not be admitted except at the absolute discretion of LRV. No food or drinks may be brought on to the vessel by visitors for consumption on the vessel, except with express permission of LRV.

17 From time to time LRV may sell tickets as a third party agent. Any events/rides/trips/meals or anything else for which such tickets are sold by LRV ("Third Party Events") shall be operated in accordance with the terms and conditions of the relevant operator and LRV shall not be liable to any customer, for any loss or damage which arises out of or in connection with or as a consequence of the operation of any Third Party Event including, but not being limited to, loss of profit, damage to or loss of property or items belonging to the passenger and any personal injury to the passenger (but only so far as such injury is not caused by LRV's negligence).

17.1 Some (but not all):

17.2 types of tickets; and

17.3 products are available for purchase online through LRV's website

(www.londonribvoyages.com). For the avoidance of doubt, such tickets and products are available in limited quantities and each purchase will be subject to availability.

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18 These terms and conditions are governed by and shall be construed in accordance with English Law, and any claim brought under these conditions shall be subject to the exclusive jurisdiction of the English Law.

FOR BUSINESS CUSTOMERS ONLY:

19. Unless a credit account has been agreed, all orders must be accompanied by payment in full. We reserve the right to clear cheques before releasing Vouchers. Where payment is to be made by cheque, cheques should be made payable to "London RIB Voyages Limited". For credit account holders, payment should be made within 28 days of receipt of invoice. Late payment of invoices will result in the removal of any discount offered. We will further suspend the account until payment has been received in full. Vouchers are not sold on a sale or return basis.

20. In the case of bulk deliveries of 24 or more vouchers, the vouchers must be inspected immediately on delivery or on collection and you must notify us within 3 working days if the vouchers are not in accordance with your order. If you fail to give such notice, the vouchers shall be deemed to be in all respects in accordance with your order and you shall be bound to accept and pay for the same accordingly. Any vouchers collected from our premises must be checked as accurate before leaving our premises.

21. You may not use or adopt any of our trading names, trademarks, promotional images or other intellectual property rights (or those of any of our businesses) without having first obtained our written consent. Vouchers will not be dispatched if artwork approval has not been obtained in writing. We will grant you a non-exclusive, non-transferable, royalty-free licence to use the logo of London RIB Voyages or other promotional images solely in the manufacture of materials used to market and promote London RIB Voyages gift vouchers in the UK, the Isle of Man and the Channel Islands providing:

21.1 You will not produce, distribute or otherwise use any such materials without our prior written approval.

21.2 You will not use any such marks in combination with any other mark, name, word, device, symbol or logo without our prior written approval

21.3 You will use such marks (including as respects colour, printing, style, typeface and proportion) only in the form directed by us.

21.4 You will not do anything that in our absolute opinion could bring any such mark, us or our shareholders into disrepute or damage the goodwill attaching to any such mark or us.

Other Terms and Conditions

Sailing times cannot be guaranteed but every effort will be made to keep within 2 hours of the time booked. LRV will use its reasonable endeavours to ensure that the vessel is open for use by visitors during normal opening hours. However, LRV reserves the right, in its absolute discretion, whether for safety reasons or otherwise, and with or without prior notice, to close the vessel and access to the event of such closure, LRV will refund any visitor whose ride is cancelled, the cost of his or her prepaid ticket, but otherwise shall have no liability whatever, including no liability for travel expenses

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or any other out of pocket expenses, in respect of closure of part or all of the vessel and the area, or cancellation of any ride.

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