



Terms and Conditions Policy

Scheduled Visitor Experience Bookings & Payments:

Our Scheduled visitor experiences can be booked directly on our website here.

Safe and secure payment for your Scheduled Experience can be made through our secure booking system on the website or via bank transfer to confirm the booking.

Private Charter Experience Bookings & Payments:

Explore our Private Charter Experiences here or contact us here to check availability, discuss your requirements and make a booking here.

Safe and secure payment for your Private Charter Experience will be taken in full via bank transfer to confirm the booking. Account details will be provided to you via email.

Unfortunately We do not accept cheques.

Cancellations or amendments:

Our experiences take place in the natural environment and we may have to amend or cancel experiences due to the unsafe weather and river conditions. From time to time the navigation at specific locations along the river is restricted by government authorities. If we need to amend a tour itinerary, we will notify you in advance and inform you of the new meeting point. If we are forced to cancel, we will reschedule or offer refunds in these situations.

If you wish to cancel a booking, you will need to notify us by email as soon as possible.

- Cancellations between 7 days – 48 hours prior to the trip will incur a 50% cancellation fee.
- No refunds will be given for cancellations less than 48 hours prior to the confirmed departure time.

Disabled Access:

We welcome guests with disabilities. However, due to the nature of the vessel we are restricted in the type of adaptations we can make.

We carry a range of safety equipment onboard including life jackets for every passenger.

Optional personal audio equipment is also available on request.

Please do not hesitate to contact us if you wish to discuss your requirements.

Health and Safety:

- Our boat, MV Kingfisher is operated by a highly experienced, qualified skipper and crew.
- White River Charters conforms to Marine and Coastguard Agency and Food Safety operating standards to ensure a safe and secure experience.
- We carry a range of safety equipment onboard.
- Due to the nature of the boat, passengers are not required to wear buoyancy aids.
- Visitors will be given a full safety briefing prior to departure and are required to abide by the instructions given by the skipper and crew at all times.
- The skipper reserves the right to terminate the trip and remove any customer whose behaviour in the view of the skipper becomes unacceptable and /or represents a risk to themselves and/or others. If a trip is terminated due to a customer's behaviour, then no refunds will be given.
- Your party are jointly and severally liable to any damage caused to MV Kingfisher.
- White River Charters reserves the right to refuse anyone deemed in the view of the skipper to be under the influence of alcohol or drugs.
- Children must be adequately supervised by a responsible adult at all times.

General T&Cs:

- Your personal belongings are your responsibility at all times.
- Only food and drink provided by White River Charters as part of the experience can be consumed onboard MV Kingfisher.
- Passengers are prohibited from throwing litter of any kind overboard.
- Passengers are prohibited from smoking onboard.

Remember: the weather can be very changeable (*whatever the time of year*), and it tends to be colder out on the water. For your personal comfort, please dress appropriately for the outdoors (bring a shower-proof coat and warm layers that can be added or removed as required) it is advisable to wear comfortable, sturdy footwear for walking along pontoons and getting in and out of the boat.

Don't forget to bring your camera to capture those special moments together on the water, binoculars are provided onboard for your use, they can really enhance the wildlife viewing experience!

Maximum capacity:

MV Kingfisher is licensed for up to 12 passengers and 2 crew members.