



NEW YEAR'S EVE BOTTOMLESS BOAT CRUISE 2024 ONBOARD THE GOLDEN JUBILEE

FAQ's:

- Can I access the pier via a different route?
 - No, the only recommended route is to travel by London Underground (even if you are staying close by) to **Temple Station**. Plan your route on the Transport for London website <http://www.tfl.gov.uk/plan-a-journey/>. If you try to access the pier via a different route you may not be allowed through by the Mayor's security.
- Where will the complimentary Prosecco be served?
 - Your glass of complimentary Prosecco will be served on the lower deck on arrival
- How do I collect my pre-ordered Champagne or Prosecco?
 - If you have pre-ordered bottles of Champagne or Prosecco these will be served from the lower bar at approximately 11.30pm, please give the bar staff your full name and details of what has been ordered.
- Can I still pre-order drinks?
 - If you would like to pre-order Champagne or Prosecco, please contact the office for details on 01689 898959. All orders must be received and fully paid by 2pm on Monday 23rd December 2024.
- Can I bring my own drinks onboard?
 - No, all drinks must be purchased from the bar. Please note a security check will be conducted by the onboard security team upon boarding.
- Can I pay for drinks onboard with a card or cash?
 - We accept both card and cash payments onboard (we do not accept AMEX). Due to the high number of people in Central London around midnight the card machines often struggle to find a signal, therefore if you are able to bring cash to use between 11.30 and 12.30 this will speed up your bar experience.
- Will there be a choice of food onboard?
 - No, your ticket includes a bowl of Chilli Con Carne. There is a vegetarian chilli available on request, please notify the office by 5pm on 28th December, requests after this date cannot be guaranteed.
- What time will the food be served?
 - Food will be served between approximately 9.30-10pm. The food has been intentionally designed as bowl food that can be eaten standing or seated.
- Where will the boat be at midnight?
 - We do not guarantee views of any fireworks during the cruise. The Mayor's display at midnight is organised by a third party and the display itself is out of our control. We are restricted by river closures to certain areas of the river for health and safety reasons. The sections of the Thames directly in front of the London Eye and the Houses of Parliament are usually completely closed to river traffic. Providing the display goes ahead as expected we will aim to moor near to either Westminster Bridge or Waterloo Bridge prior to midnight. The mooring place will be determined bearing in mind the tide, river closures, weather and other river traffic and may be different to previous years. It is important to note that while the view of the display will not be as seen on TV, we will moor in the best possible location bearing in mind all factors. No refunds will be offered should the fireworks display be cancelled or not visible for tidal, weather, industrial action or any other reason outside of our control.
- What is your cancellation policy?
 - Tickets are non-refundable. Full details can be found in our **terms and conditions**.
- How long will the bars be open?
 - The bars will be open on arrival and will close at 12.45am when the boat comes back to the pier.
- What is the dress code?
 - Smart casual party wear (smart trainers and jeans are acceptable but no sportswear).