



Terms and Conditions for Tickets Purchased with Capital Pleasure Boats Ltd

These terms and conditions constitute the agreement between you ("the Purchaser") and Capital Pleasure Boats ("CPBS"). In the event of any discrepancy or contradiction between the provisions of these conditions and any additional conditions requested by you, these conditions shall take precedence.

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Payments

All tickets are non-refundable, this includes in the event of train or tube strikes, or cancellation of any public events or displays. Bookings can only be accepted by persons over the age of 21. Tax point will be the date of the function.

CPBS are under no obligation to accept any booking and no reason need be stated.

Tickets may not be re-sold under any circumstances. Any tickets that are re-sold immediately become void and no refund will be due.

NYE Fireworks/ Drone Display

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 to certain areas of the river for health and safety reasons and these areas sometimes change from one year to the next. The section 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, and there will be, as always, a great atmosphere.

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.

Accessibility

We request that you inform us of special needs or disabilities at the time of booking in order for us to meet any personal requirements. Unfortunately our boats are not completely wheelchair accessible.

Under 21's Policy

Under no circumstances are under 21's allowed onboard ticket functions. CPBS may require proof of age, accepted forms of ID are a passport or photo drivers licence, no other forms of ID will be accepted.

Beverages

Under no circumstances are clients permitted to bring any alcohol onto the vessel. Any unauthorised alcohol found on the vessel will be confiscated. In the event that unauthorised alcohol is consumed on the vessel CPBS reserves the right to levy a corkage charge and remove passengers from the function. Any person deemed to be unduly under the influence of alcohol or drugs will be refused service and in this instance the bar manager's decision will be final.

Embarkation

The vessel will endeavour to leave the stated pier promptly at the arranged time and will not wait for late comers. CPBS is not responsible for any passengers arriving late and missing the function.

Disembarkation

At the end of the function the boat will endeavour to arrive at the chosen disembarkation pier 15 minutes before the end of the function which is when the bars will close and lights will be turned on. For health and safety reasons only background music may be played and lights must be turned up from this point on.

Health and Safety

Any passengers perceived to be under the influence of alcohol or drugs will be refused entry to the vessel. Anti-social behaviour towards other guests, staff or CPBS property will not be tolerated onboard any of our vessels.

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Should this occur the Captain may decide to call the local authorities and/or remove the persons responsible from the vessel at the nearest available pier and in this instance the Captain's decision will be final.

So called 'legal highs' are not permitted on any of our vessels and anyone found in possession will have them confiscated and destroyed, and may be asked to leave the vessel and in this situation no refunds will be given.

The Company

CPBS reserves the right to substitute another vessel and, if necessary for reasons beyond their control, to cancel the said party, but will not be liable for any expenses incurred by the client caused by such substitution or cancellation.

Captain's Control of the Vessel

The vessel will remain under complete control of the Captain and/ or his crew during the entire hire period. If for weather, tidal or other reasons the Captain considers it necessary to vary the scheduled trip, his decision will be final. The Captain has the right to refuse passage to any person or persons and the reasons for such a refusal need not be stated.

Clients' obligations

It is the organiser's responsibility to ensure that all members of their party are conversant with these terms and conditions of hire. The organiser will be deemed responsible for the behaviour of the passengers. Occasionally we host the same party on more than one vessel, if booking separately to your friends please ensure you all book on the same vessel.

PLEASE NOTE: CPBS operate a policy of zero tolerance on drugs.