

London Canal Museum

Terms and Conditions for bookings made online.

We are The Canal Museum Trust, Registered Charity No 277484. We run the London Canal Museum. We have tried to make these terms and conditions as easy to follow as possible and write them in plain English.

1. Conditions that apply to all bookings

- a. Payment is made at the time of booking by debit or credit card using the third-party services of Tygit Ltd who provide the booking system and accept payments on our behalf. If the payment is not completed, you do not have a booking.
- b. We do not offer refunds if you change your mind or cannot use the ticket you have bought.
- c. If you give us a minimum of one week's notice **by email not by telephone** we may be willing to transfer your booking to a different date. This is at our discretion. We do not offer or promise refunds if you cannot come on the day or at short notice. Refunds will only be made in exceptional circumstances, with at least a week's notice, and an administration charge of at least £2 per person will be deducted. Changes can **only** be requested by e-mail (info@canalmuseum.org.uk) or using our [Online Booking Support Form](#). Changes cannot be requested by telephone.
- d. Tickets are not sent to you by post, only by e-mail. When a booking has been made an e-mail will be sent to you automatically to confirm the details.
- e. Bookings by telephone can only be made in exceptional circumstances by prior arrangement.
- f. You will be required to show your ticket on arrival, either on paper or on the screen of a mobile device.
- g. You must arrive at least ten minutes before the trip or activity that you have booked. If you are late you may not be able to travel attend or participate. If you are approaching and close to the 10-minute deadline, please call 020 7713 0836 to let us know and we will accommodate you if we can, at our discretion.

2. Conditions that apply to all bookings that include a boat trip

- a. Persons travelling on the boat must not be under the influence of alcohol or drugs. Any person under the influence of drugs or alcohol in the opinion of the skipper will not be allowed on board. The skipper's decision is final.
- b. All children under 16 must be accompanied by a responsible adult
- c. All children including babies who are carried require a ticket however young they may be.
- d. Safety on board is paramount and the crew's safety instructions must be followed at all times
- e. Anyone may be required to leave the boat if they present a safety or other hazard to the boat or the occupants. The skipper in charge has the final decision.
- f. The boat will not wait for anyone who does not arrive in time for the trip.
- g. No smoking, or drugs are permitted on board boats. Your own alcohol may be brought on board with our prior permission only. Some boat trips are advertised as permitting customers' own alcohol in which case permission is deemed to have been granted.
- h. We will do our best to maintain the planned timetable but this cannot be guaranteed. Boats may be held up due to a range of causes over which we have no

control. There are no discounts or refunds for delays that are normal to canal operations and the tunnel rules applied by the navigation authority, the Canal and River Trust. We have no right of way over other craft and must give way to craft already inside the tunnel. We may also need to keep boats waiting when they are approaching the museum mooring so that people can get on and off safely.

- i. In the event of a boat breaking down we will refund fees paid or offer an alternative trip or route or a different boat.
- j. In the event of a closure of a lock tunnel or section of canal we will, if possible, provide an alternative route or trip. We do not promise to inform you in advance because such closures occasionally happen at short notice.
- k. A short safety talk will be given before boarding or before departure and all passengers must make themselves available to listen to this. Persons who are clearly not paying attention to the safety talk (e.g. using a mobile telephone) may be required to disembark.
- l. The last trip of the day may return to the museum after it has closed in which case no re-entry to the museum will be possible.
- m. The boat is not accessible to wheelchair users but we will always do our best to provide assistance with boarding to those who need it. It may help if we are told of any special needs in advance.

3. Conditions applicable to boat trips serving food

- a. If you have an allergy it is your responsibility to check the list of ingredients that is available on request from your guide, or in advance by emailing info@canalmuseum.org.uk
- b. Alternatives to standard menu items, for example gluten-free scones, non-dairy milk, may be available if you give us sufficient notice and the alternative is easily available from supermarkets.

4. Conditions Applicable to indoor events in the museum

- a. We do not allocate specific seats. Seats may be taken on a first-come, first-served basis. Specific locations such as numbered tables are offered at some events.
- b. In the unlikely event of the cancellation of an event a full refund will be given but we will not meet any other expenses that you may have incurred.
- c. Tickets for indoor events include museum admission but some exhibitions may be inaccessible if they have been moved to make space for the event.
- d. Activities for children may be varied at our discretion although we will use our best endeavours to offer them as advertised.

5. Conditions applicable to guided walks

- a. Guided walks are led by a member of the museum team. Every team member has a different range of knowledge and expertise so we do not promise that the commentary will be the same on each walk.
- b. Commentary is offered only in English
- c. You must take responsibility for your own safety when walking on public roads and on the canal towpath. You should cross any main road using a designated pedestrian crossing where available and should look carefully in both directions before crossing.
- d. On the canal towpath you should be aware of, and look out for, bicycles approaching and passing. In order to ensure that you hear cycle bells approaching, you should not wear headphones or earpieces. We will endeavour to give any help we can to

anyone with special needs (e.g. hearing loss) if we are told about this at the start of the walk.

- e. Children and any infirm person should keep away from the water. Parents and other accompanying adults are responsible for the control of children.
- f. At the end of the walk you are expected to make your own way to your next destination. Most walks do not return to the starting point. Our guide will usually be able to give transport advice.

6. Ice Well Descent Conditions

Visits to the ice well are only offered on rare occasions.

The descent into the ice wells is at your own risk, and you must be aware of, agree to and adhere to the following:

- a. Access to the ice well is by ladder. To visit, you must be fit enough to climb ladders confidently and without difficulty.
- b. The minimum age is 14.
- c. If you have a medical condition that could potentially come on suddenly whilst you are underground and/or make it difficult for you to climb back up the ladder, you must not descend.
- d. No loose footwear or sandals are allowed and your shoes must be of a type that cannot fall off.
- e. We will refuse descent to anyone who is too young, or in our opinion, insufficiently fit or attired. If this occurs, you will be refunded. The management's decision is final.
- f. You will be required to wear a hard hat, which we will supply.
- g. No more than one person at a time is permitted on each ladder.
- h. You may get dirty (leave your best clothes at home!).
- i. Luggage, buggies, and large items cannot be taken down into the ice well. You may leave these above ground, but we cannot accept responsibility for these items. You can take a handbag, camera or small rucksack down so long as both your hands are free to hold on to the ladders.
- j. You will be required to sign on paper in the presence of a museum team member that you understand descent is at your own risk before you are permitted to descend.

By accepting these terms & conditions and completing this booking, all parties included in the booking hereby accept and will adhere to these conditions. A parent or guardian must sign for minors.