Highland Branch is Supported By:-

MacGregor Industrial Supplies Ltd

FUJITSU

MacArthur & Co.
Solicitors and Estate Agents

Scottish Canals

H + M
Hydraulic Services Ltd.

CALEY MARINA

David MacKay Engineering.

Seagull Trust Cruises - A company limited by guarantee. Company Number 179736. Registered Office – 2A St Vincent Street, Edinburgh, EH3 6SH

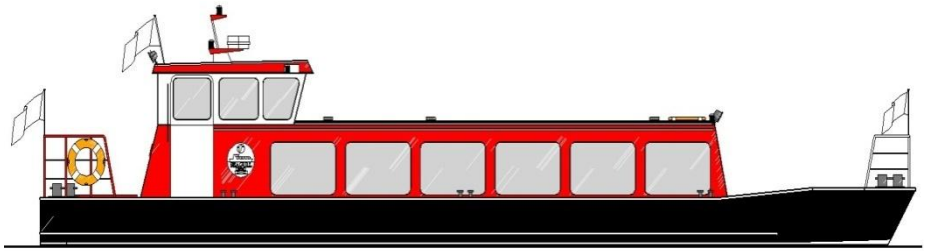
Seagull Trust Cruises

SEAGULL TRUST CRUISES
Royal Patron HRH The Princess Royal

Highland Branch

Information & Conditions of Booking

For 2017 Season



Free Cruising On The Caledonian Canal For Disabled, Elderly & People With Special Needs.

Website: www.seagulltrustcruises.org.uk

Scottish Charity No SC027163
March 2017

The Booking Office is open between **10am and 6pm** Monday to Friday and the telephone number is **01349 886 862. Please note that using this number out-with the stated times or on a Saturday, connects you to a National Call Centre which will not be able to deal with Seagull Trust Cruises business.**

Bookings - The Highland Cross Seagull will operate cruises **only if a confirmed booking has been made**. Subject to availability, all Groups are welcome to book on more than one occasion.

We operate on Mondays to Fridays only, from April to September. Cruises can be booked for the morning at 10.30am (or at 11am on request), and for the afternoon at 2pm. Cruises leave from the Scottish Canals Twin Jetties on the seaward side of the Tomnahurich Bridge on the A82 for a cruise of approximately 2 hours along the canal and back to the Twin Jetties which for satnav, have a Location post code of IV3 8JL

In order to arrange a booking please first telephone the **Fujitsu Call Centre** on ***01349 886 862*** (ask for the Seagull Trust Cruises booking office) to check if your preferred dates and times are available. Acceptance of a booking cannot otherwise be guaranteed.

You must **also** return the completed Booking Form at least 2 weeks prior to the date of your booking, and we will contact you if there are any subsequent queries.

In the event of cancellation *we ask that you contact the* ***Booking Office*** *at least 7 working days prior to sailing.*

On the day of your cruise, if you are delayed or have to cancel, please contact **both** our **Liaison Officer on 07811 363 486** plus the **Tomnahurich Bridge Operator on 07717 814 820** and they will advise the Crew waiting on the boat**.**

N.B. Please remember that your group cannot sail without a confirmed booking, and that if you fail to cancel you will be depriving other special needs passengers, young and old, of the opportunity to sail.

We look forward to welcoming you aboard.

General notes and conditions of booking

The facility is intended for all ages of special needs people from school age to elderly and retired. The Highland Cross Seagull is crewed entirely by volunteers. Tea, coffee, juice and biscuits are also provided free of charge.

The vessel is equipped with a passenger lift and a toilet which has wheelchair access. The boat can take up to a maximum of 4 wheelchairs plus 8 passengers, or 12 passengers if there are no wheelchairs. Passenger numbers include Carers.

Guide Dogs - We can take a maximum of 4 guide dogs along with 8 passengers for a cruise.

Transport - All transport to the Boat, must be provided by the Group making the booking. There is a small lay-by for parking at the Twin Jetties.

Safety - Sufficient competent and appropriately qualified carers must accompany all passenger groups, and they will be solely responsible for the wellbeing and care of their group members from embarkation to disembarkation, including the treatment of any health issues which may arise during the cruise. Organisations are reminded that they should carry out their own written risk assessment, prior to their arrival at the boat.

No smoking including the use of Electronic units is allowed aboard the Highland Cross Seagull.

Personal belongings - Passengers are responsible for the safekeeping of their own personal belongings and any medical requisites, and we regret that we cannot accept liability for any loss or damage suffered.

Insurance - We maintain our own public liability insurance policy. All Groups should decide whether additional insurance of their own is necessary or desirable.

Cancellation - We reserve the right to cancel or curtail any cruise without prior notice in the event of circumstances arising which are beyond our control, or in the event of any non-observance of any of our conditions of booking. We regret that we cannot accept liability for any loss or expense incurred in such cases.