



## Steam Yacht Gondola

### Online booking terms and conditions: 2020

***We've updated our terms and conditions to keep you, our staff and other passengers safe when cruising on board Gondola.***

These Terms and Conditions apply to the sale by National Trust (Enterprises) Ltd (NTE) of tickets for cruises aboard *Steam Yacht Gondola* on Coniston Water. The following Terms and Conditions are applicable to all cruises:

1. All cruises are subject to weather conditions and may therefore be cancelled at short notice. We advise that you give us a contact telephone number at the time of booking. We will make every effort to inform you 24 hours in advance of the likelihood of cancellation. We cannot guarantee this and on rare occasions the decision not to sail at the last minute will prevent us from notifying you. You can check with the crew on the day of sailing before 10.30am on: 015394 41962.
2. Your online booking guarantees you entry to *Steam Yacht Gondola* for the time and date you have reserved. For your safety, your seat will be assigned on embarkation by a member of the crew. All seats are undercover. We want you to enjoy all of Gondola – if you'd like to move or see other parts of the boat, please ask the purser. Movement around the vessel will be limited at this time and permitted with crew supervision when safe to do so.
3. Whilst queuing at the piers and on board, we ask that you and your party adhere to social distancing from other passengers and crew at all times.
4. Gondola is categorized as 'public transport' and as such, current government guidance requires passengers to wear a face covering at all times whilst on board.
5. If you feel unwell in the days preceding or on the day of your cruise, we will be able to transfer your sailing to an alternative date.
6. We request that you arrive at Coniston Jetty at least 10 minutes before departure to allow time for all passengers to board. Please allow plenty of time for your road journey to Coniston, which can be slow in peak season. Parking is at the LDNP Coniston Boating Centre car park, Lake Rd, approximately 100m from the pier (Sat nav: LA21 8AN).
7. You may break your journey at any jetty as advertised on the website for your cruise but cannot guarantee this will be possible depending on conditions on the day.
8. Your e-ticket must be shown to the Purser on duty on boarding.
9. The crew of *Steam Yacht Gondola* are unable to wait for latecomers, as the vessel runs to a scheduled timetable.

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10. Occasionally some minor changes to the timetable may occur owing to inclement weather or other unforeseen circumstances.
11. The named booker should be responsible for ensuring that all members of his or her party are aware of our Terms and Conditions.
12. Smoking is not permitted anywhere on board *Steam Yacht Gondola*.
13. Well behaved dogs are welcome free of charge on the outer decks or aft saloon only.
14. Your online ticket guarantees you entry for the allotted date and sailing time shown on the ticket. If you do not redeem your ticket for this sailing, your ticket is valid for any cruise to the same value, up to the last day of our sailing season **subject to availability**.

### **Refunds**

15. Please note that we are unable to give refunds on board *Steam Yacht Gondola*. In the event that your sailing is cancelled due to severe weather or other unforeseen circumstances, and you are unable to transfer to a subsequent sailing, we will be able to issue a full refund. Please call us on 015394 32733 or drop us an email and let us know a convenient time to contact you.
16. No refunds can be given under any other circumstances and we therefore advise that you purchase relevant insurance to guard against unforeseen circumstances such as illness.
17. NTE cannot be held responsible or liable for refunds in the event of delay due to traffic or unavailability of parking, lost or stolen tickets and other such occurrences outside of the control of the NTE.

### **Customer responsibilities**

18. It is the customer's responsibility to check the details of your booking shown on your ticket. Refunds cannot be given for any discrepancies such as fewer people in your party than paid for. Extra charges may be required if you wish to change any details of your booking on the day.

### **NT members**

19. NT members can benefit from a small discount on scheduled cruises. *Steam Yacht Gondola* is part of National Trust Enterprises Ltd and as such, we are unable to offer free entry to safeguard the NT from infringement of the rules on tax benefits on your membership fees.
20. Members should ensure they select the 'members' option when booking to obtain their discount. Please note that these discounts are available only on scheduled round trip cruises, **not** for special events.
21. The discounted e-ticket is valid only on presentation with a current membership card.

### **Right to refuse booking**

22. We reserve the right to refuse any booked party we deem unfit to sail, or may be a danger or hindrance to themselves or other passengers.

### **Accessibility**

23. *Steam Yacht Gondola* is exempt from DDA regulations and as such cannot accept wheelchairs which do not fold. To access *Gondola*, there is a narrow gangway and three steps. The pier is approximately 100 yards from the nearest drop off point. Currently the crew are unable to offer assistance due to social distancing. Please call us if you have any specific concerns about accessibility (Tel: 015394 41962/ 32733).

### **Lost property**

24. The NTE cannot be held responsible for loss of property whilst on board.

### **Complaints**

25. We are confident that you will find your cruise very enjoyable. If you find cause for complaint, please approach a member of the crew in the first instance, who will try to resolve any issue. Otherwise, please email: [gondola.bookings@nationaltrust.org.uk](mailto:gondola.bookings@nationaltrust.org.uk) or write to:

Jane Saxon  
General Manager (Holidays)  
National Trust  
Brathay office  
Clappersgate  
Ambleside Cumbria,  
LA22 0HP

### **Under 16s**

26. We request that all children under 16 are accompanied by an adult whilst on board

### **Card details**

27. The Tyg ticket system has the highest level of security through Paypal, using SagePay as the level 1 compliance provider.

### **Personal data**

28. Please see our [Privacy Policy](#) on our website for more information on how we look after your personal information.



