



HIRERS' INSTRUCTION MANUAL

BRADFORD on AVON BASE

BOATING INFORMATION

&

HANDOVER CERTIFICATES

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Please take the time to read everything in this booklet. We regret that we cannot be held responsible in any way for your holiday failing to meet your expectations if caused by failure to read our well-intentioned advice and recommendations...

1. WELCOME ABOARD!

....and thank you for choosing to spend your holiday with us on the Kennet & Avon Canal. We want this to be the best holiday you've ever had, and it is our aim to ensure that we always provide that.

We ask that you read the whole of this booklet to ensure you know how we aim to help you, what we need you to do to help us, and so that you have all the information you need.

We are a family run business – I have professionally operated narrowboats on the canals for over 30 years – and the staff who will show you round are experienced narrowboaters. Our Bradford on Avon base is superbly located overlooking the stunning Avon Valley towards Bath and Bristol. We offer full back up facilities in the event of a breakdown including a manned callout phone all day every day.

I really hope that your time afloat will be memorable, that you'll want to come back again, and that you'll feel able to recommend us to your friends, colleagues and family. Our reputation is important to us – please let us know if we are failing to provide the best possible facilities for your precious time afloat.

Finally a note to remind you that our boats and holidays are fully insured, but your own personal travel insurance is not since most people are covered by their own Home, or Travel, policy. We suggest that if you wish for personal insurance you contact your preferred insurer to arrange a quotation.

**David Dare
Managing Director**

SECTION A: To be read before you sign for the boat

2. OUR COMMITMENT TO YOU

On Arrival, provided you reported into reception, we will have made sure you can get aboard as soon as possible, and reminded you to read this manual if you have not already done so.

Before you Cast Off, we will have arranged for the parking of your car and will give you a walk-through demonstration of the boat and its facilities. This will include the location of emergency isolation points for water, gas and on-board electrics. We will ask you to state, and sign for, the level of experience you have in narrowboating on canals so that we give you the appropriate amount of tuition upon casting off. We will also emphasise the safety and operational aspects of the boat and your handling of it, which you will be signing for as a legal document on behalf of your party in the event of accident or injury to any party member.

Boating Tuition/Demonstration. We provide this for each hire, **unless** you sign the disclaimer* on the Boat Acceptance Certificate. The demonstration will include:-

- ∞ Casting Off & Mooring Up
- ∞ Correct Speed
- ∞ Passing Oncoming & Moored Boats
- ∞ Swing Bridge & Lock Operation
- ∞ On-board Safety
- ∞ Turning the Boat round
- ∞ Starting/Stopping the Engine
- ∞ Emergency Procedure: Man Overboard etc

Only then will we let you set off on your waterway adventure...

* We will only allow you to sign the disclaimer in which you declare your previous experience is sufficient to handle the boat and navigate locks and bridges if, on the day, we are satisfied that you appear to demonstrate sufficient knowledge to warrant this. We reserve the right to insist on giving you a full demonstration.

Whilst You Are Away we keep the car park locked each night. We securely hold a set of keys for each vehicle in case of emergency or car alarms going off.

In the Unlikely Event of Breakdown please call us on the office number during the day, or (out of office hours only) on our callout phone. We reserve the right to delay our getting to you until the next morning unless in our opinion the nature of the call is life-threatening, could result in loss or damage to the boat, or is sufficiently serious that your holiday will be permanently compromised.

Upon your Return we aim to moor you up promptly and safely before you disembark your party and belongings. You should be able to bring your car to the wharveside to load up. We have rubbish bins on site so that you can clean the whole boat out efficiently and effectively. We will also refuel the boat, for you to settle your fuel bill before leaving. Whilst we may be rushed ('turn-round' days usually are in any boatyard!), we aim to take a few moments to hear your constructive criticisms and or compliments. If you feel the need to write these down instead on the tear-out comment form at the back of this booklet, we will be delighted to receive them in Reception.

3. YOUR RESPONSIBILITIES

Arrival time. Your boat should be available to you for boarding between 13.30 and 16.00 (latest time) on the first date of your holiday. If you arrive early we are unlikely to be able to allow you onboard before 13.30 but why not have a drink or lunch at the adjacent Barge Inns or the Lock Inn cafe. Please do not attempt to force an earlier pickup as we would not wish to set off on the wrong footing with you at the first stage!! If you arrive after 16.00 there is insufficient time left in the day to both show you through the boat, sign for your tuition, and get you on your way. Therefore PLEASE allow enough time for arrival before this time. Late arrival as above (unless due to road delays which we will do our best to work around) will result in your not being able to boat that day AND a £50 charge payable immediately to cover the cost of, at short notice, finding a competent extra staff member for the next day.

The Hirer must arrive before we will allow any of your party to board the boat, since you have to sign acceptance of responsibility for your party whilst boarding/loading the boat.

Crew Members arriving late. Please note that access to the canal towards Bath is extremely limited until Bathampton. It is therefore imperative that ALL of your party arrive before the boat departs or

accept the long walk involved! Late arrivals will be unable to park their car in our locked car park.

Single Sex Parties: All single sex parties (6 or more) are required to provide a security deposit of £1000 per boat before the boat is boarded. This must be made as one payment for the entire party and is to be made at least four working days in advance by BACS into our account (Nat West 60-02-49, 79208444) ONLY. We will not accept payment by card under any circumstances. Please see also the additional Conditions of Hire applicable to your security deposit in the separate leaflet, which you will need to sign upon your arrival before boarding the boat.

Upon Arrival, please:-

- a) Report to Reception to check your boat is ready.
- b) Unload your car and stow everything on board.
- c) Thoroughly check your boat over for cleanliness, defects, damage, or shortages (especially crockery/ cutlery and lock keys/ mooring stakes) – any items broken or missing at the end of your holiday will be chargeable.
- d) Check you have the correct quantity of linen on board especially if you have a bed (beds) that need making up at night or if your holiday is for two weeks or more (we should have put a second set of linen on board for you to change as necessary).
- e) If any of your party require buoyancy aids e.g. young children or non-swimmers, please tell a member of staff so that we can get these fitted before we start the boating tuition. Please note that for parties intending to navigate the River Avon we insist upon buoyancy aids being carried for every member of the party

Shopping: Please note that there is a Sainsburys supermarket just around the corner from Bradford Wharf. Or, if you intend to cater fully on your holiday we suggest you arrange for your favourite supermarket to deliver the shopping direct to our boatyard at BA15 2EA but please ensure they deliver in the window 13.00-15.00 latest so your departure afloat is not delayed.

Once you've got everything on board please report back to reception to let us know so we can start your boat show through and boating tuition.

Car Parking is provided free of charge but entirely at your risk in our car park within the boatyard. Ensure you have locked the vehicle with all windows shut, and ensure valuables are not left in the vehicle. Please make sure we have a set of keys for each vehicle parked – these are locked away in our office. Our car park is only accessible via our office in working hours. Please note that we accept no liability for vehicles or contents whilst parked, howsoever caused.

Cycle Hire. The excellent Lock Inn cycle hire centre is almost next door to the wharf, from which you can hire all forms of bikes for varying hire periods. These may be stored on the roof provided you bring suitable protection e.g. mats/blankets to prevent scratch damage to the roof.

Boat Show-through Once ready on board, with your car parked, any buoyancy aids fitted, and Section A of this manual has been read and signed you are ready for your show-through. This is an important part of us handing you the boat for your holiday and needs your undivided attention for about 30 minutes. You will receive a technical demonstration of how everything onboard works e.g. cooker, fridge, showers, toilets. It should involve only 2 or 3 of you (as space on a narrowboat is limited when several people are in one place!); please ensure other members of your party are aware of this/ have things to do.

Boating Tuition Once the show-through is complete, we will start your boating tuition. This takes about 30 minutes before casting off, and then a further 45 minutes as we assist you to the first lock and show you how to work through it. *This is the most important part of your holiday – please ensure as many of your party as possible take the time to look, listen and learn so that you avoid any hassle whilst afloat!*

Signing the Boat Acceptance Certificate We cannot understate the significance of this legally binding document. Before we formally ‘hand over’ our boat to you for your holiday you must sign this. It is absolving us of any responsibility for your actions whilst on holiday, having given you all necessary advice of boating skills and facilities available. *You are hiring a boat only – it is your responsibility to ensure that, upon handover, you are satisfied as to its cleanliness, equipment, & condition and that you have received adequate basic instruction to allow you to proceed safely with exclusive responsibility for the safety of the boat and your party, and with due regard and respect for other waterway users.*

Once you're underway the waterways are yours to enjoy and explore. Please remember the following basic principles to derive maximum pleasure...

- ∞ **Don't set unattainable boating targets** - you never know when you may get held up by unexpected events such as that wonderful waterside pub, or occasionally by a problem or queue at a lock...or simply chatting at a lockside!
- ∞ **At least two of your party must be sober whilst underway** – it is an offence to be over the alcohol (driving) limit whilst in control of a narrowboat, and will count against you in the event of an accident or dispute.
- ∞ **Be courteous and considerate to other users**, especially by slowing down *to tickover* as you approach and pass moored boats, by mooring sensibly away from locks, bridges and sharp bends, and by keeping noise down whilst onboard if moored next to other boats.
- ∞ **Ensure that all of your party act safely & sensibly.**
Remember – you as Hirer are responsible for the actions of all of your party whilst aboard and/or cruising.

NO SPEEDING!

We often receive complaints from moored boat-owners of our boats speeding and/or boating into darkness, desperate to reach their first nights mooring which is too far away! Please do not do this. For novice crews our recommended first night moorings are West: Avoncliffe or east: Semington
REMEMBER – breaking wash means you are going too fast - SLOW DOWN!

Returning the Boat On the morning of your return our team works to a tight schedule with sometimes as little as three hours from when you leave your boat to the next hirers arriving. It is your responsibility to return the boat on time (by 9am) and in completely clean condition regardless of how your holiday has been. We charge for late return at a rate of £30 per half hour late, and/or for the boat not being returned clean or with blocked or overflowing toilets at a minimum rate of £150.

Compliments or Criticisms It is your responsibility to make us aware of any shortcomings in the boat as soon as sensibly practicable. The following should be reported **immediately** so that we can resolve them either whilst you are on holiday or on the boat's return:-

- ∞ Blocked Toilets

- ∞ Engine Malfunction
- ∞ Tiller/ Propeller Damage
- ∞ Broken windows, or steelwork damage
- ∞ Gas, water, or diesel leaks
- ∞ Accidents & Collisions, especially those involving damage to any other boat or locks/bridges

Upon return to the boatyard we would appreciate your filling in the Comment Sheet at the back of this booklet. If you have a particular issue you wish to draw to our attention please ensure we are made aware of this *before you leave the boatyard*. Failure to do so will invalidate any subsequent claim upon the Company

4. SAFETY on Your Boating Holiday

Safety throughout the holiday is everyone's responsibility, but in particular it is yours, the Hirer's. Our liability ends with the safe condition of the boat and the tuition we will have given you before you sign the Boat Acceptance Certificates.

Children/ People with Special Needs:

The safety of all members of your party is entirely your responsibility. We recommend a ratio of not less than one adult per four children, and one adult per special needs person: this ratio needs to be assessed in the extremely unlikely case of an emergency evacuation situation e.g. fire or sinking. We reserve the right to refuse to hire a boat out if, in our exclusive opinion, the safety of the vessel or its occupants is at risk for these reasons. All such persons should, unless competent swimmers, wear buoyancy aids when either out on deck or working locks.

Maximum Capacity

Do not exceed this capacity for your own safety. When moored you may entertain extra guests on board provided you ensure the boat is evenly loaded and that an absolute capacity of either two more than the booked capacity, or the legal maximum of 12 persons (whichever is the least) is never exceeded.

Alcohol/ Drugs

It is a legal and insurance requirement that, whilst underway, the Responsible Person i.e. person steering the boat must not be under the influence of drink or drugs. We require at least one other member of the

party follows this rule so that using locks, mooring up, and emergency procedures can be safely followed.

TERMINATION OF HIRE

We will immediately terminate hire of your boat(s) with no refund of any monies whatsoever, and no transport of the party back to the boatyard, if we have reason to believe that the Hirer and a 2nd person are seen to be drinking either before/ during the handover or whilst the boat is underway, or if more than the stated number of persons are seen aboard the boat whilst underway.

Emergency Escapes

Please ensure that all members of your party familiarise themselves with all exits in case of an emergency. In particular please ensure that, whilst underway or whilst sleeping, the rear doors remain un-padlocked. Ideally all doors should remain unbolted when underway.

Smoke and Carbon Monoxide Alarms

All our boats have one of each of these fitted above the middle cabin of the boat. We have tested these in your presence to prove they are working. Should either alarm go off, leave the boat as quickly and safely as possible...do not treat this as a false alarm! Ensure that anyone asleep is fully woken and leaves the boat. Call us immediately day (office number) or night (callout phone). Should either alarm start bleeping occasionally this indicates that the battery is low and needs changing. Please call us during daytime hours: we will change the unit.

Crew Areas: Outside areas which are safe for you to use are the front cockpit and the rear deck ONLY. The gunwales are NOT recommended as a means of access from one end of the boat to the other except a) in emergency such as in case of fire/evacuation or b) where the only means to get on/off the boat in a deep lock is by means of the centrally located lock ladder via the gunwale. The roof of the boat is NOT a crew area and is not to be used at any time.

Vessel Stability

Your boat has been checked for stability under normal loading conditions by us. This does not include use of the roof or gunwales.

Bridges and Branches

Some bridges on the K&A Canal are low only allowing enough space for the boat to squeeze through. In addition there are often overhanging branches, especially when turning the boat, which may catch the bow/

roof/side of the boat. Therefore please ensure that all members of your party, if using bow deck/cockpit, are aware of this and remain alert to such dangers – be especially careful/take responsibility for those who may be under the influence of drink or drugs. Ensure that those in the bow can retreat inside – always keep the front doors unlocked. *Never* lean out of windows or side hatches, or use them for access, whilst the boat is underway – danger of decapitation! Do not approach too closely to any swingbridge with crew in the front cockpit – use the landing stage where necessary!

Swing Bridges are varied. Some are electrically operated with the BW key you will find on your engine start key ring; some are pushed by hand once you have unlocked the BW padlock again using the key we provided. *NEVER attempt to go through/ under a closed swing bridge.* Please ensure that the bridge is fully open before you pass through, that if other boats are following or approaching closely you leave the bridge open for them/ wait to collect your key, and that you fully close and lock the bridge once through if you are the only/last boat.

Locks

The locks on the western K&A are all 'wide' i.e. two boats can pass through side by side. Please note that the locks are often deep and it is strongly recommended that all crew are either out on deck or lockside for your added safety and peace of mind.

Please ensure you watch the Boaters DVD via the link supplied to you online with your booking confirmation and ensure the rest of your party see it too. Ensure that as many members of your party as possible give their undivided attention to the lock demonstration as part of your boating tuition (unless of course you are signing to decline our tuition on the grounds of your previous experience). In particular:-

1. Never run around the lock edge or across the gates or boat roof
2. Always hold on to the handrail as you cross a lock gate
3. Always ensure that there is one member of crew at the front of the boat on the lockside (to check the bows are going up/down safely), and one member at the back (usually the steerer)
4. Don't fool around whilst using the lock
5. Don't let others operate the lock for you unless they are willing to work to your instructions

6. When ascending locks hold the bow of the boat just clear of the lock cill until the bow is clear of the cill. Wind each paddle gently, one at a time. If unsure please ask us to clarify this during your show-through.
7. When descending locks keep the bow of the boat at the front of the lock (just clear of the front gate) – do not let the stern of the boat get near the back gate or the (marked) Cill which could damage the rudder (this is chargeable at £400 if damaged) or even sink the boat!
8. Only use ropes if you are using the lock alone – and never tie a rope in a knot to the posts when descending the lock!
9. Never allow the boat to ram lock gates – there is no need for excessive force or use of the engine if you follow our tuition.
10. Never leave your lock key ('windlass') on the lock spindle once you have wound the paddle up – always use the safety catch.

5. ACCIDENTS & EMERGENCIES

Person Overboard The steerer should keep a good lookout for all persons either in the bow of the boat, on the stern, or working the lock/lift bridges. If someone falls in:-

- a) alert the steerer immediately
- b) the steerer *must* take the boat out of gear *immediately* it is safe to do so, and must on no account use the gears again until the person in water is well clear of the propeller.
- c) ideally get the person in the water to wade or swim to the canal/river bank– it is usually easier to get onto the bank than the boat.
- d) If the person is in difficulty use the boat hook and/or a rope to assist them to the bank/boat. *Do not jump in unless you are a good swimmer yourself and the person is in imminent danger of drowning otherwise.*
- e) Remember that anyone in the water will weigh at least twice their bodyweight on dry land – don't forget your own safety!
- f) Once back onboard, ensure they have a warm shower to mitigate any possible effects of 'Weils Disease' – if they should subsequently feel excessively drowsy or suffer flu-like symptoms ensure they seek medical advice immediately.

Fire The boat is equipped with fire extinguishers and a fire blanket. These will be demonstrated to you during your boat show-through.

Please ensure all members of the party are aware of their location and use. In the event of fire follow these guidelines:-

- a) raise the alarm and evacuate the vessel *immediately*, ensuring everyone remains at least 20ft/6m away from the boat. Do a head count to ensure everyone is accounted for.
- b) if safe to do so, shut off the gas and electric supplies by means of the emergency isolators (as shown during your tuition)
- c) only if safe to do so, use extinguishers to bring the blaze under control *or* if a fire on the cooker, use the fire blanket.
- d) if boats are moored alongside/ next to your boat, alert the occupants as soon as possible
- e) if necessary call the emergency services by dialling 999. (make sure you know where you are i.e. nearest bridge/road/village before calling them) and state ‘fire on canal-boat on {K&A} canal at/near’
- f) contact the boatyard with similar information

Do not attempt to fight the fire if you have any concerns for your own safety, do not allow others to return into the boat, and DO NOT attempt to move the boat unless instructed to do so by a Fire Officer or a member of Boatyard Staff or the navigation authority.

If you Smell Gas. Every boat has a gas supply solely for cooking. You will be shown how to turn the gas off in an emergency. If you suspect a gas leak or can smell gas make sure that you:-

- a) tell everyone immediately and evacuate the vessel – ensuring all persons keep well clear of the boat (minimum 20feet/6m).
- b) turn off all cooker knobs and the gas supply at the gas cylinder valve (as shown to you during your boating tuition)
- c) open as many doors/windows as possible
- d) do not operate any lights, nor smoke, nor use a naked flame
- e) do not allow anyone to return into the vessel until you have contacted the boatyard for further advice.

Personal Injury or Illness

If any member of your party falls ill or is injured, and requires medical treatment, do *NOT* call us as we are unable to provide direct medical assistance. Either call NHS Direct on 111 (free call) for non-emergency telephone advice, or in emergency call 999 and ask for Ambulance/ Police. Make sure you know your location, ideally giving the nearest

road access for an ambulance – once the ambulance is on its way *DO NOT MOVE THE BOAT!!!*

6. HOW YOUR BOAT WORKS

This section is designed to give a succinct description of all the parts of the boat you would normally need to know about. Please read this again if you have any difficulties with the boat whilst on holiday, and the ‘Trouble-shooting’ section (13) before you call us...

Electricity is 12 volt, from batteries charged by the engine, and is not suitable for domestic appliances. A 400Watt inverter is installed to the rear of the dinette for battery chargers, computers etc via a standard UK 3 pin socket with USB socket – it will not power large hairdryers and should not be left on nor relied upon overnight as it may flatten the batteries. We will not guarantee constant overnight use of breathing machines or other medical equipment because this will either flatten the batteries or become inoperable risking the person’s health: we will require you to sign a specific disclaimer before your handover is completed to note that you have been thoroughly briefed in this respect. The boat’s batteries need to be charged for at least 4hrs/day either as you boat along or, if moored up for the day, by running the engine in a fast tickover speed out of gear. No charging = flat batteries = no lights, water, toilets! A separate battery starts the engine so even if you do get flat batteries you should be able to start the engine, then rev it up until the charge light/alarm goes out.

You will be shown the trip switches and emergency electrical isolator during your boat show-through– you should not need to touch these unless in the event of a fault or emergency.

Gas is provided from cylinders whose location will be shown to you during the boat show-through. In normal circumstances you should not need to touch these. The emergency shut off procedure will be carefully explained to you. If the gas appears to have run out, go to Section 13 Troubleshooting. Central Heating is by means of engine/ diesel heater.

Water is drinking quality, supplied from a tank in the bow of each boat. This is full when you leave us, but will need to be topped up daily using the hose in the locker, which you connect to the waterpoints on the canalside as shown in Section B or in the various canal guides. Please make sure the hose never gets dropped into the canal, and that you run water through the hose for approx. 1 minute before putting the hose into

the tank. The *water pump* is switched on when you arrive and the switch location will be pointed out during the boat show-through. If you think there is a water leak, or a toilet is flooding, turn the pump off but remember it will prevent use of all facilities including toilets. If the pump trips on & off annoyingly (especially at night) there is either a dripping tap, or a toilet not fully shut off – please check these before turning the pump off, but don't forget to switch it back on next day!

Fridge All our boats have 12v electric fridges. These will be turned on when you arrive and should be cold within 30 minutes when empty. Do not turn the fridge setting above '3' as no significant performance gain is made but the batteries will flatten much more quickly. As with all fridges the compressor hums when operating, so it is not unusual to turn the fridge off overnight to prevent noise disturbance – the fridge will hold its chill overnight if unopened, but don't forget to turn it back on next morning! If the fridge light is flashing, the batteries need charging.

Cooker All our gas cookers are of domestic size and have full flame-failure devices to prevent gas continuing to flow if the flame goes out. Light by the manual igniter as demonstrated to you on your showthrough

DANGER OF ASPHYXIATION

Do not use the cooker as a means of heating the boat

DO NOT BLOCK VENTILATORS

Fire Blanket and Extinguishers The fire blanket is located close to the cooker for use in emergency, as is one fire extinguisher. A further extinguisher is located close to each front and back door. The extinguishers will be checked upon return – a £50 charge per extinguisher will be made if any are returned discharged needlessly – please check before you take the boat over that they show fully charged (needle in green on the gauge)

Toilets All our toilets are modern freshwater flush units. Our toilets rarely cause problems except through misuse. Therefore please follow our instructions during the boat show-through and do not put anything down them except low-grade toilet paper or that which you have eaten or drunk. Note especially that high grade toilet paper e.g. Kleenex Velvet, wet wipes, and kitchen towels will block the toilet. We will always come out to resolve a toilet problem but note that if we find

evidence of misuse you will be liable for a charge of £50/hr (including our travel time). If we find the toilet blocked upon the boat's return you will be liable for a flat rate charge of £150. *Please ensure your party, including any visitors, are aware of this.*

Toilet Tanks & Pumpouts Your boat has a tank(s) of sufficient capacity for normal use for one week. If you have two toilets/ tanks try to use both relatively evenly so that one does not fill prematurely. Remember that the more you drink, the quicker the tank will fill! A toilet tank is full (unless blocked) when waste does not go away. In this event, turn off the water supply to the toilet by means of the valve alongside/behind it, and make for the next pumpout point as listed in Section B. Remember that most of these are only open from 9am to 5pm so if this happens overnight there is nothing that can be done until next day. Cost of any pumpout is your responsibility – usually around £20 per toilet. In the unlikely event that your toilet continues to fill after use, please turn the shut off valve and/or water pump off and contact the boatyard. ***WE DO NOT REFUND FOR PUMPOUTS USED WHILST ON HOLIDAY***, unless through a proven fault that you have *previously* notified/ agreed with. For holidays of more than a week you are entirely responsible for the costs of any pumpouts required.

Mooring and Lock Equipment Your boat is equipped with mooring stakes, two double-eye lock handles (called windlasses) for operating the locks, and a lump hammer. You may also hire 'piling hooks' if you wish for a more secure mooring instead of using the stakes: these are chargeable at a rate of £5 per hire per pair payable in advance. Loss will be charged at replacement value as sold in our chandlery.

Daily Checks

a) ***Before starting the engine*** lift the deckboard above the engine and check oil and water levels are satisfactory. Oil should show between marks on dipstick – top up with the spare can provided if below the lower level. Water should be no more than 15mm (1/2") below the base of the filler neck – top up with tap water but do not fill to the rim!

CAUTION - DO NOT ATTEMPT THIS WITH A HOT ENGINE!

b) ***At the end of your day's boating*** lift the rear hatch and turn the (brass) stern greaser down until pressure is felt. Then make a further half turn. This stops the stern tube leaking overnight. Do NOT undo the greaser at any point!!

7. LAST NIGHT AFLOAT & BOAT RETURN

Return Time We need your boat to back with us by 9am, and vacate it by 9.30am. Therefore it is important for you to ensure you do not moor too far from your return base the previous night. Mooring further away than at the foot of Semington Locks (2 hrs east) or Avoncliffe (1.5 hrs west) will *NOT* allow sufficient time to get back to base next morning!

Early Return to base (previous afternoon). A number of hirers like to return the boat on the last afternoon of their hire rather than stay onboard for a last night. If you intend to do this please advise us at the time of your first arriving at the boatyard so that we can try to ensure your vehicles remain accessible and that we are there to meet you. Keys will be held by our staff on site during working hours only. Latest acceptable return is 16.30 to allow time for you to clean and vacate the boat and wharf before closing time of 17.30. Any single sex party security deposits will not be returned until the boat is fully checked on the next morning (refund made electronically next working day).

Cleanliness We provide you with all the equipment needed to clean the boat inside and out and leave it as you would expect to find it, especially the kitchens and bathrooms. Please ensure that you have checked all cupboards and that all rubbish including unwanted food has been disposed of in our bins on site. If the boat is returned in a dirty condition we will charge £150 for extra cleaning costs/time involved.

Lost Property We check the boats ourselves upon return. Any items of clothing, jewellery, cameras etc are be kept in store for a period of 2 weeks, after which we shall dispose of them. Items of food, drink, decoration, magazines or fancy dress/effects, will be disposed of immediately. If you think you've left something behind, contact us with an accurate description and we will post it to you (if in UK)- we charge £10 P&P per item.

SECTION B: USEFUL INFORMATION

8. RECOMMENDED ROUTES & TIMINGS

Our Recommended Routes are for guidance only. Oxfordshire Narrowboats cannot be held responsible for any errors or omissions.

8.1 Weekend Breaks

8.1.1 West to Bath & Bristol

Fri: Cruise through the Avon Valley as far as Bath Top Lock and use the boat as a base to discover this fabulous World Heritage listed Roman City - 5hrs

Sat: Choose either to spend the rest of the day moored in central Bath or to descend the Widcombe (Bath) Locks and take the 7hr journey to world famous Bristol Floating Harbour – home of SS Great Britain and many other attractions

Sun: A gentle cruise from Bath, or a long day's boating from Bristol (9hrs) to our suggested evening mooring at Avoncliffe where there are great walks, stunning photo opportunities, and one of our favourite pubs with excellent pub food!

Mon: Return boat to base by 09.00 – *set alarms!*

8.1.2 East toward Devizes

This is a serious undertaking for lock enthusiasts!

Fri: Head east to moor for the evening at either Seend or Sells Green, both of which have excellent Wadworth real ale pubs close to the canal – 3 to 4hrs

>>turn to p23

BOAT ACCEPTANCE CERTIFICATE –Oxfordshire Narrowboats

Boat:..... Hirer Name:.....

Handover Staff Name:..... Time started:..... Completed:.....

We have read, and understand, Section A of this manual: Signed

We have been trained in the boat's onboard equipment/ operation as itemised below:-

INTERIOR

- Doors & Hatches – do not lean out!
- Interior Lights
- Showers - Controls & Drainage
- Toilets – Use & Emergency Shutoff
(see also separate certificate)
- Central/Water Heating
- Dividing doors (where fitted)
- CO & Smoke detectors - use of

EXTERIOR

- ⇔ Water tank & hose-refill daily
- Ropes – keep coiled/ knot-free
- Use of Anchor (rivers only)
- Safety in the Bow/Cockpit
- Crew Areas – do not use roof
- see notes in manual
- Poles, plank & Lifering – safe use
- Use of Gunwales/ Handrails

extinguishers & blanket. Evacuation.

- Oven/Cooker – lighting, safe use.
- mooring
- Do not block ventilators – DANGER!
- Fridge – do not overload temperature setting
- Worktop – do NOT place hot pans onto the worktop
- Dinette – safe conversion to bed
- Water Pump – leaks, isolation switch
- Airing Cupboard
- windlasses
- First Aid Kit – location
- tiller
- Interior Trip Switches
- Extra table & leg – storage & use
- Security (windows, doors, side hatches)
- TV/CD/DVD/Radio – on/off, use, aerial
- No petrol, gas, BBQs or candles aboard
- We have been offered buoyancy aids and have requested _____. We have been individually fitted with these and been shown how to fit/use them.
- We accept that no more than ____ are permitted to sleep, or remain on this boat whilst underway, and that no more than ____ are allowed on the boat whilst moored.
- We confirm that we accept the Booking Conditions, Boat and Inventory as demonstrated, and that we understand our responsibilities toward its safe operation and return.

- emergency use only

- Centre line – do not use for
- Rear rope – move & use either side
- Gas system - emergency isolation
- Electrics – emergency isolation
- Daily engine checks – oil, water
- End of day – tighten greaser
- Weed hatch: safe use & checks
 - Fuel level & spare oil
 - Mooring stakes, hammer,
- Steerer position – keep clear of
- Use of horn, headlight, throttle
- Engine start/stop, warning alarms
- 2 Crew not to be under influence of drink/ drugs when underway
- Single Sex Certificate signed?

Signature 1. Hirer: _____ 2.Hirer’s witness: _____

Print Name:1. Hirer: _____ 2.Hirer’s witness: _____

in the presence offor the Company, dated

NAVIGATIONAL TRAINING CERTIFICATE – Oxfordshire NBs

Boat: _____ **Hirer Name:** _____

*We agree that, we are satisfied that we have been given sufficient basic training in safe and courteous navigation of our narrowboat as itemised below. (the section marked * may be left out only IF you have signed the Previous Experience Declaration)*

WHILST AT BASE

- Keep children in sight/ under control forward/back
- Young children/non swimmers to wear buoyancy aid when on deck/ at locks
- How to untie/ set off
- Maximum cruising speed
- Use centre channel – no wash!

WHILST BOATING*

- ↔ Use of throttle: neutral/
- Steering position
- Turning left/right
- Stopping/ emergency stopping
- Normal cruising speed
- Slow down BEFORE moored boats

- Slow down *to tickover* as you approach and pass moored boats
 - Pass oncoming boats on the right – reverse! but keep near centre channel!
 - Approach blind bends/bridges with care
 - Warn other crew of low bridges/ branches waiting
 - Give way to longer/working boats at narrows - boat nearest bridge has priority. *No racing!* down
 - Swing Bridges – leave as found
 - Mooring up – two crew ready to jump off -approach slowly with bow into edge first
 - No mooring at locks/bridges on sharp bends close!
 - Mooring stakes banged right in 45 from boat
 - Ropes tied to stake/ring – not across towpath
 - Person Overboard procedure – out of gear!
 - Recovery from water via bank not boat
- River Navigation – if applicable*
- Rivers – currents/ flow, slower upstream!
 - Rivers – heed level/flood indicators
 - Rivers – emergency use of anchor only
 - Rivers – leave slack ropes when mooring
- Tidal River Avon – if applicable*
- Full buoyancy aid provision – *wear them*
 - Detailed navigation instruction received
 - We confirm that we have received the above instruction and demonstrations and are happy to take the boat onward at our exclusive responsibility for its safe and courteous navigation.
- Centre channel
 - Slow down approaching bends
 - Warning -loss of steerage in
 - Landing crew/ mooring up
 - Safe use of lift/swing bridges
 - Approaching lock –mooring/
- Lock Use Demonstration**
- Courtesy –one locking up/one
 - Check for oncoming boats if lock against own boat before using
 - Safe use of paddles: safety catches
 - Always remove windlass: stay
 - Do not allow others to take over!
 - One paddle at a time - steadily!
 - No running/ tomfoolery!
 - Person steering boat is in charge!
 - Beware of cill/ watch bow of boat
 - Emergency paddle dropping
 - Leave lock with all paddles closed
 - Shut gates if no boats approaching
- Single Sex Parties(Short Breaks)*
- No descent of Bath Locks allowed

Signed:..... Hirer Hirer’s witness

in the presence offor the Company, dated

Oxfordshire Narrowboats

PREVIOUS BOATING EXPERIENCE DECLARATION

Boat: _____ **Hirer Name:** _____

This form will only be used for those who can demonstrate *DIRECT, RELEVANT* experience of narrowboating along wide canals AND locks within the last five years.

[?] We accept that we have been offered a navigational demonstration and have elected to decline this based upon our previous experience of narrowboat handling and operation, including safe use of narrow locks.

[?] We accept that in signing this declaration we accept complete responsibility for the safe and courteous handling of this boat, and that we will be held exclusively liable for any damage to this boat and for any third-party persons or property in the event of provable negligence/ ignorance of items that would otherwise have been demonstrated in the Navigational Demonstration

[?] We accept that, in the event of any reasonable complaint by a third party in respect of boat handling or lock use, Oxfordshire Narrowboats are authorised to pass on our name & contact details as the responsible persons for the boat at the time, and that Oxfordshire Narrowboats are entitled to recover any reasonable, provable costs (including where relevant any third-party charges and legal costs) incurred by themselves in dealing with such complaint.

[?] We summarise our relevant previous experience as below:-

Signature 1. Hirer: _____ 2. Hirer's witness: _____

Print Name: 1. Hirer: _____ 2. Hirer's witness: _____

in the presence offor the Company, dated

CORRECT USE OF BOAT TOILETS

Due to Hirers choosing to ignore (or forget) the instruction given during Handover, we are now insisting on your reading, and signing acknowledgement/ acceptance of, this Notice.

The only items that should go down the toilet and those that you have eaten or drunk, or the low-grade (biodegradable) toilet paper as

supplied. UNDER NO CIRCUMSTANCES should the following items be allowed anywhere near the toilet, nor put down it:-

- ∞ **Tampons/ Tampax etc**
- ∞ **Cotton Wool**
- ∞ **Nappies**
- ∞ **'High Quality/ Quilted' Toilet Paper**
- ∞ **Kitchen Towels**
- ∞ **Wet/ Moisturising Wipes e.g. Kandoo, Johnsons Baby Wipes, Pampers**

PLEASE REMEMBER that boat toilets are not connected to the mains: they have to be 'pumped out' by machine. If any of the above are put down the toilet, they will block the pump out pipes or machine, or stop the toilet working altogether. Please try not to use 'bundles' of toilet roll in one go – it too could block the toilet!

By signing this Notice, you (and all of your party) are accepting responsibility for correct use of the toilets, AND accepting that you will be liable to pay charges as shown in the Hirers Manual should we have to be called out whilst you are on holiday to unblock the toilet, OR if, on return, we find the toilet blocked or unable to be pumped out.

We thank you for your cooperation in this 'delicate' subject!

ACCEPTANCE: Signature: _____ Name: _____

For Oxfordshire Narrowboats: _____

Sat: Start early and head to the beginning of the 29 Devizes Locks.

These are hard work (3hrs plus) and you must be through these by 4pm! Spend the rest of the day at Devizes Wharf with excellent access to the town centre and the historic Wadworth Brewery (Visitor Centre and tours). There is also a wharfside theatre and lots of good pubs and restaurants.

Sun: Retrace your steps, ensuring that by Sunday night you have descended the two Semington Locks. The village nearby is worth a walk: the Somerset Arms serves good food.

Mon: Return boat to base by 09.00 – min 2hrs cruising!

8.2 Midweek Breaks (one more day more than a weekend!)

These offer either the opportunity for more sightseeing at the multitude of fantastic places along the Avon Valley, or for you to travel slightly further afield if you head east...

8.2.1 West to Bath & Bristol

Mon: Cruise through the Avon Valley as far as Bathampton. This lovely village with its picture postcard pub was the home of the world's first plasticine factory! If you walk ¼ mile along the road to Batheaston you will find a charming Victorian suspension bridge across the Avon, still with a toll.

Tue: Continue cruising into Bath through the famous Sydney Gardens to moor above the city at the visitor moorings (if not venturing on to Bristol) before the locks, or descend down to the river to moor on the plentiful moorings downstream within the city. Use the boat as a base to discover this fabulous World Heritage-listed Roman City for a day or two....or read on for an adventurous trip onward to Bristol Harbour

Wed: If cruising to Bristol ensure that you have descended the Bath locks the previous evening in order to take the 6hr journey to world- famous Bristol Floating Harbour – home of SS Great Britain and many other attractions. Moor right in the centre of the Harbourside area and delight in this fantastic inland port, but also use the boat to take tour of the harbour. *(NB A visitor fee for 24hrs is chargeable at Bristol Floating Harbour-approx £1.50/m length of boat)*

Thur: Retracing your steps from Bristol there is a 9hr cruise to bring you back to your last evening mooring at Avoncliffe where there are great walks, stunning photo opportunities, and one of our favourite pubs with excellent pub food!

Fri: Return boat to base by 09.00 – *set alarms!*

8.2.2 East toward Devizes

This is a serious undertaking for lock enthusiasts (40 locks each way!)

Mon: Head east to moor for the evening at either Seend or Seend Cleeve, both of which have excellent Wadworth real ale pubs close to the canal – 3 hrs

Tue: Start early and head to the beginning of the 29 Devizes Locks. These are hard work (3hrs plus) and you must be through these by 4pm! Have a rest at Devizes Wharf until after lunch,

then take a delightful relaxing cruise into the countryside as far as Honey Street (turning point just beyond here). Discover the the miniature church at nearby Alton Barnes – and admire the White Horse on the hillside too!

Weds: Continue east (if you wish) as far as the summit of the canal and cruise through Savernake Tunnel to the top of Crofton Locks. Turn here and perhaps moor to walk down a mile to the Pumping engines (do NOT descend the locks: you have not got time to descend, turn, and ascend again!) We recommend you return along the canal all the way to Devizes (a late mooring!) and look around this lovely market town next morning.

Thurs: After seeing Devizes and the famous Wadworth Brewery allow enough time i.e. set off mid-morning to descend the Devizes, Seend, and Semington locks to allow for a prompt return next morning. Semington village nearby is worth a walk: the Somerset Arms only ¼ mile away which serves good food.

Fri: Return boat to base by 09.00 – min 2hrs cruising!

8.3 One Week Cruises

If sightseeing is your preferred objective, because there is so much to see in and around Bath, Bristol, and the Avon Valley, we really can't suggest any one fixed itinerary for this.

If you are wanting to cruise more you have two choices: first to head west and discover Bath & Bristol, then head east as far as Devizes via the famous Caen Hill locks: or secondly to head east straight away which offers delightful country cruising once you get the 40 or so locks out of the way as you reach the Wiltshire/ Crofton summit. Your easterly limit is as far as you feel comfortable with, but we would recommend you do not plan or attempt to cruise beyond Hungerford – after all – you will have worked over 100 locks by the time you get back to base!!!

8.3.1 East to Newbury

On Arrival: Head east to moor for the evening at either Seend or Sells Green, both of which have excellent Wadworth real ale pubs close to the canal – 3 hrs

Day 2: Start early and head to the beginning of the 29 Devizes Locks. These are hard work (3hrs plus) and you must be through these by 4pm! Have a rest at Devizes Wharf until after lunch, then take a delightful relaxing cruise into the countryside as far

as Honey Street. Discover the miniature church at nearby Alton Barnes – and admire the White Horse on the hillside too!

Day 3: Continue along the lovely Long Pound until Wootton Rivers, a pretty village with a thatched pub for lunch. Ascend the final four locks to the Summit Pound and cruise through Savernake Forest/Tunnel to reach and descend the Crofton Locks, perhaps pausing at the historic Pumping Engines for a visit and ice cream. Descend a few more locks to reach Great Bedwyn (lovely mooring but railway close by throughout this section) with its fascinating Stone Museum and village shop/pubs

Day 4: You need to descend onwards and should reach Hungerford by lunchtime. Either turn at the wharf, or at the turning point 150m beyond (for a more relaxing journey back) and find a mooring to discover this interesting coaching town with supermarkets etc., or continue east as far as Newbury (a further 6hrs), turning either directly below the West Mills Swing Bridge before Newbury Lock or below Newbury Wharf (under the By Pass bridge)

Day 5: If you went to Newbury we have tried to identify different overnight stops on your return journey, the first of is a lovely remote mooring below Froxfield Top Lock

Day 6: Climbing up the locks to the summit, then down to the long pound, will see you comfortably to Pewsey for the night with the wharfside bistro//bar and a pub nearby - lovely views across the Vale.

Day 7 (last day): An early start, perhaps with a cruising breakfast should see you at Devizes for late lunchtime, but there's little time to rest as you need to set off down the Caen Hill locks and clear these before 5pm! Cruise down the Seend and Semington Locks to allow for a prompt return next morning. Semington village nearby is worth a walk: the Somerset Arms only ¼ mile away which serves good food.

Fri: Return boat to base by 09.00 – min 2hrs cruising!

8.3 Two Week Cruise – the entire K&A Canal!

This holiday will see you complete almost the whole of the Kennet & Avon Canal if you wish to Reading and the Thames in the east! It will prove hard work as you will when finished have completed over 200 locks and many other swing and lift bridges!

Arrival day: Head east to moor for the evening at either Seend or Seend Cleeve, both of which have excellent Wadworth real ale pubs close to the canal – 3 hrs

Day 2: Start early and head to the beginning of the 29 Devizes Locks. These are hard work (3hrs plus) and you must be through these by 4pm! Have a rest at Devizes Wharf until after lunch, then take a delightful relaxing cruise into the countryside as far as Honey Street (turning point just beyond here). Discover the miniature church at nearby Alton Barnes – and admire the White Horse on the hillside too!

Day 3: Continue along the lovely Long Pound until Wootton Rivers, a pretty village with a good thatched pub for lunch. Ascend the final four locks to the Summit Pound and cruise through Savernake Forest/Tunnel to reach and descend the Crofton Locks, perhaps pausing at the historic Pumping Engines for a visit and ice cream. Descend a few more locks to reach Great Bedwyn (lovely mooring but railway close by throughout this section) with its fascinating Stone Museum and village shop/pubs

Day 4: You need to descend onwards and should reach Hungerford by lunchtime. Continue east as far as Newbury (a further 6hrs), - our favourite mooring is below the West Mills Swing Bridge before Newbury Lock or at Newbury Wharf. At Newbury Lock the River Kennet joins the navigation for the first time. From here to Reading the canal takes on a totally different character as it uses the river for the majority of its journey, your leaving only briefly to enter lock cuts before returning.

Day 5: From Newbury the navigation becomes less well tended with more vegetation and shallower edges making good moorings a little scarcer. We suggest you aim for Woolhampton for lunchtime – *please check the swift-flowing river carefully below the lock and ensure that you have the swingbridge open before you leave the lock!* After lunch continue meandering through delightful woodland and thence through the mighty Aldermaston Lift Bridge (*note that this bridge is locked out of use from 08.00 to 9.00, and 16.30 to 17.30 on weekdays, and from dusk to dawn daily, as are all of the electric swing bridges between Newbury and Reading.*) Also *please ensure that in all of the locks east of Newbury you keep*

the boat close to the front (lower) gates to ensure you are clear of the (often very long) cill. We suggest your evening mooring should be at Tyle Mill Lock in the meadows where there is every chance of seeing Kingfishers and deer as you dine whilst moored!

Day 6: Today you'll reach Reading and the Thames: if you've made this progress you may wish to continue the day cruising down the Thames to Henley (extra licence required to be paid for at Sonning Lock). If not we recommend you moor in the Blake Street Loop below the prison walls in the shadows of Oscar Wilde's former prison, and directly by the City Centre and Cathedral ruins.

Day 7: Now for the journey back! Leaving Reading you'll immediately notice that progress is slower as you forge upstream against the current. Aim for Garston Lock for a lunchtime mooring watching the sailing boats on the old gravel pit s nearby, and then cruise on to Aldermaston for your evening mooring... there's a pub ½ mile along the road toward the village. *Please note carefully – when working uphill with your boat be very aware that many of the locks have gate paddles only. These can SINK THE BOAT if not treated with care. Keep the boat to the REAR of the lock where possible, and ensure that you wind the gate paddles one at a time three full turns QUICKLY to ensure that the initial surge of water does not fill the bow of the boat! Then continue to raise the paddles carefully at an appropriate rate allowing for the boat to rise to paddle level before fully opening them!*

Day 8: From Aldermaston cruise towards Newbury, perhaps pausing near Thatcham for lunch, and then aim for Kintbury for an evening mooring – pretty village with a waterside pub and shop.

Day 9: You'll arrive at Hungerford for lunch – use this stop for supplies as there is nowhere else of consequence before you get to Devizes – and we then suggest you head on to moor remotely at Froxfield Upper Lock for a delightful evening rural mooring.

Day 10: Continue uphill and you will comfortably reach Crofton Pumping Engines for lunchtime with time to tour the works if you wish. After lunch reach the summit pound and cruise to Wootton Rivers end for an evening at this pleasant village.

Day 11: Leaving Wootton Rivers cruise gently along the Long Pound, perhaps stopping at a favourite location noted on your outward

journey. You will comfortably reach Devizes for mid-afternoon, allowing time to enjoy this thriving market town and its famous Victorian Tower brewery. Stay the night here, or choose to descend a few locks to moor above the main Caen Hill flight ready for the morning.

Day 12: Start an early descent of the Devizes locks and you'll be able to moor for lunch outside the excellent Barge Inn at Seend, whilst still allowing time to descend the remaining Seend and Semington Locks before nightfall. There are lots of lovely country moorings or you could visit the Somerset Arms at Semington for a last meal out.

Day 13 (last full day). So now you're almost lock free to Bath, about 7hrs cruising. You are unlikely to have time to descend the locks so turn at Sydney Wharf and return to Dundas for your last night's mooring. From here it's about 2.5hrs cruising back to base – *early start!*

Last morning: Return boat to base by 09.00 – *set alarms!*

9. Water(W), Pumpout(P) & Rubbish(R) Points

West: Avoncliffe (W)

Dundas Wharf **WPR**

Bathampton **WR**

Bath Narrowboats **P**

Bath Top Lock **W**

Saltford **WR** (1/2 mile below lock)

Hanham Lock **WR**

Bristol Harbour **WR**

East: Semington Bottom Lock **R**

Seend (opp. Barge Inn) **WR**

Sells Green **WR**

Devizes Wharf **WPR**

All Cannings **R**

Honey Street	W
Pewsey Wharf	WPR
Wootton Rivers	WR
Crofton Lock 60	WR
Great Bedwyn	WPR
Hungerford (Br 83)	WPR
Kintbury	WR
Aldermaston Wharf	WPR
Tyle Mill Lock	WPR

- last facilities before Reading - *no facilities in Reading*

10. Canalside Shops

By shops we mean anything from Village Stores ‘V’ (limited groceries), through Superstores ‘S’ (e.g. Tesco) to Giftshops ‘G’ (which include those selling ice creams and canalware). We only list those either canalside or within a well recognised ‘short walk’ from the canal. Assume opening hours of 9am to 5pm for all smaller shops, Monday to Saturday only and please be prepared for these hours to be reduced outside of school holidays.

West:	Dundas Wharf	V	At Brassknocker Basin and garage.
	Bath Top Lock	S	Tesco Express by Br 188
	Bath	GS	All facilities
	Keynsham	VGS	10 mins from moorings
	Bristol	GS	All facilities
East:	Bradford Br 171	S	Sainsburys
	Devizes	GS	All facilities
	All Cannings	V	In Village ¼ mile from Br 133
	Pewsey	GS	¾ mile from Br 114 incl bakers etc
	Gt Bedwyn	V	In village
	Hungerford	GS	All facilities
	Newbury	GS	All facilities
	Thatcham	V	
	Reading	GS	All facilities

11. TROUBLESHOOTING whilst afloat.

This section is specifically designed to help you to solve any problems that may occur whilst on your holiday without the need to waste time or

money phoning us at base. In no way does this prevent you from seeking reassurance at any time whilst on holiday by calling us on:-

01225 863987 during office hours (9am to 5.30pm)
07561 096679 out of hours only (if your problem cannot wait until the office opens next morning).

To use this section, look through the alphabetical list to find the general title of the problem you may have e.g. Locks, Toilets then select the specific title of the problem most resembling yours.... PTO

BILGE/BILGE PUMP

Note: The boat has two bilges:-

The 'main' bilge is kept 'dry' and runs the length of the main cabin of the boat. It will only collect water through a leaking pipe or drain, or if the front doors are left open in a lock and a leaking gate sprays water into the boat.

The 'engine bilge' runs only around the engine bay, and is usually slightly wet - water dripping from the propeller shaft/stern tube will accumulate until disposed of by the automatic bilge pump therein. This is why the stern tube greaser, where fitted, should be tightened daily at the end of the day's boating. The pump is automatic.

Engine bilge appears full of water. Is the water up to the steel frames that support the engine? If so, call base. If not, and the water is only approx 20-50mm, this is normal and the pump will take water away automatically when approx 50mm is reached. Check later in the day and if the same/no worse do not worry!

Water appears at back of main cabin by steps & carpet is getting wet. You may well have a water or drain leak (the boat is NOT sinking!!!) Call base.

CENTRAL HEATING

Radiators not getting hot. Is the heating turned on?

If No – allow at least 20 minutes before heat is likely to be felt in radiators. If still No, run engine. If still No, call base for advice.

If Yes – check all radiators and check each radiator at the bottom – are they part hot? Call base to seek further advice.

COOKER

Cooker will not light – no ignition. *On most boats the cooker can be lit by igniter. If this won't work, use matches but **CAUTION** do not light with a match if you can smell gas or have been trying to use the igniter for a while. If still the cooker will not light, see below.*

Cooker will not light – no gas. *If neither igniter nor matches will light the cooker you may be suffering gas starvation. Please follow these instructions carefully:-*

- a) *turn all cooker knobs off*
- b) *go to gas locker at stern on right (starboard)side and check the cylinder is turned 'on' - NO SMOKING*
- a) *Retry lighting the cooker (don't forget to hold the knob 'in' as you light). Remember that if the gas was off it may take a minute before gas comes back through. Success? If No, call base.*

ENGINE

Engine won't start. Can you hear the engine trying to turn over?

If No, call base

If Yes, make sure you have pre-heated as demonstrated to you during Boating Tuition, apply some throttle and try again. Success?

If still No, call base

Engine alarm sounding whilst engine running

- a) *immediately after starting – rev engine up for a few seconds – success? If No, go to (b) below.*
- b) *Whilst engine has been running/boating - check dials to establish which alarm is sounding (light should be showing) and shut down engine immediately. Call base*

Engine labouring/stalling. Are you in gear/underway?

If No, call base

If Yes, come out of gear, give a burst of reverse gear, pause, a burst of forward gear, pause, resume normal power – has this solved the problem?

If No, repeat this exercise three times

If still No, moor up, shut down engine, remove keys, and check propeller for fouling (through weedhatch). Restart engine AFTER replacing weedhatch – has this solved the problem? If No - call base.

Engine won't stop

- have you turned the keys off before trying to press the stop button?

If Yes, turn keys back on and try again

If No, call base

Engine racing

Move throttle to neutral/mid position – is it still racing?

If Yes, call base

FLOODING

If you suspect that you may be flood-bound or feel unsafe to move due to flooding, please call us BEFORE you do something you may later regret. Note that any delay or inconvenience caused through flooding cannot be deemed to be our responsibility!!

GEARBOX

Boat does not go into gear (engine still running). *Have you ensured that you did not press the button (at the fulcrum of the throttle lever) when moving the lever or, have you left it pushed in from when you started the engine? To check, return throttle lever to full vertical position then try to engage gear again. If you still cannot engage gear, call base.*

Engine has stalled in gear, or stalls when going into gear. *You have probably got a fouled propeller. Turn engine off, take boat out of gear (throttle vertical) and follow instructions under 'Propeller'.*

IGNITION

Engine will not start when key is turned (no engine sound at all).

Have you any alarms sounding when you turn the key?

If No, have you any power in the boat (lights etc?). If still No wobble the emergency battery isolator key and see if this gives power – if so try starting the engine now. If still no, call base.

If Yes, have you turned the key far enough –try again! If the engine still does not show any sign of starting, call base.

Engine turns over but will not start. *Try to start again, but ensure that you preheat the engine for 15 seconds i.e. hold key under pressure so that the preheat light shows. If still unable to start, call base.*

LIGHTS

An individual light will not work.

Check other similar lights to check they work.

If Yes then a bulb/tube has blown – call base in office hours (we will only attend such a fault during normal working hours – not an emergency item).

If No, check fuses and replace if necessary.

If still No check all lights, TV etc. If these are all not working you may have flat batteries – turn engine on and recheck. (Note that in this case you will need to charge batteries next day for at least seven hours)

If still No, call base.

Several (but not all) lights fail to work. *It is likely a trip switch has blown. Please check/push back in. If this does not solve the problem, call base.*

No lights in boat whatsoever. *Check that the fridge light, the TV, and the water pump have also all failed. You may have flat batteries. Turn on engine (make sure engine revs and that all warning lights/alarms go out) and retry lights etc after a few minutes. If still no power, turn engine off and call base.*

LOCKS

Lock will not fill/empty. *Have you checked and/or closed all gates/paddles at the far end, and opened the paddles at your end?*

Gate will not open or fully close. *The gate may have something stuck under/in front of/behind it. Try pushing it the other way, then try pushing it again. If you still can't shift it please call base, noting which lock you are at before you call us!*

Boat won't fit through gate. *The gate is probably jammed. Reverse boat and refer to the section immediately before this one.*

Water is cascading over the gate!! *This is not as much of a problem as it may sound, but – if going uphill- do NOT allow the bow to go under the water (DANGER OF SINKING!). Instead, keep the boat away from the front of the lock and only open one upper paddle a small part of the way until the water cascade ceases. Then allow the boat to return to the front of the lock before steadily raising both paddles as normal.*

Pairs of Boats e.g. Hotelboats, Coal Boats, Historic Boats. *These usually have an unpowered 'Butty' boat being towed by the Motor boat. Make sure you keep to the offside of any ropes pulling the butty!*

Lock flights e.g. Devizes, Bath. *At such places you should endeavour to work with one person filling/emptying the lock ahead as you empty/fill yours so that water is not wasted – this is the sign of a professional boater. There should never be more than lockful of boats in the short lock pounds between locks for the same reason. If you meet a horse drawn, or bow-hauled (pulled by a person), boat please ensure you pass on the opposite side to the towpath which ever way you are going so that you do not foul the rope!*

No water between two locks! *In a flight if you encounter this please call base!*

PROPELLOR - Fouling. *Symptoms of this will include excessive tiller vibration (or even a violent wobble when in gear). Smoky engine exhaust, engine labouring, or lack of progress. In extreme cases fouling can stop the engine instantly. Take the following action (except extreme cases-go to point g):-*

- a) *Take boat out of gear*
- b) *Engage reverse gear briefly but with plenty of revs.*
- c) *Take boat out of gear again briefly.*
- d) *Engage forward gear similarly*
- e) *Out of gear again.*
- f) *Engage normal forward gear/revs and establish if the fouling has been 'thrown off' i.e. the boat handles normally once more*
- g) *If fouling persists, or if the engine stopped, moor up, turn engine off, move throttle to vertical position, and remove the keys (keeping them with you!)*
- h) *Lift the rear deckboard, and remove the weedhatch placing to one side.*
- i) *Roll you sleeves up and carefully put your hand through the hatch and water until you feel the three blades of the propeller. Beware of sharp objects that may be wrapped around it!*
- j) *Carefully try to unwind/ pull off whatever is wrapped around the propeller. Be aware that it may contain sharp fishing hooks,*

barbed wire, fishing line (which shreds cold hands!) etc, so do not exert excessive force before you have a safe grip!

- k) If necessary use a sharp kitchen knife to cut things loose – but be sure to tell us you have used such a knife so that we can replace it next hire.*
- l) Ensure that all debris removed is binned and not thrown back into the water only to wrap around another propeller.*
- m) Once you are sure everything is clear check that the propeller turns freely. Then clean the lip of the weedhatch to ensure that no debris will compromise the seal when the hatch is refitted.*
- n) Refit the hatch carefully and centrally. Then fit the locking bar, ensuring the screwbolt locates in the centre ring. Tighten up this very well – should you not do so the boat may SINK!*
- o) Once clear of the weedhatch, BEFORE you replace the deckboard, turn on the engine and put into first forward, then reverse, gear. Check that there is no leakage of water through the weedhatch seal. If there is leakage, repeat steps (g) (h) & (n)*
- p) Once you are sure the seal is watertight replace the deckboards and resume cruising.*

RUDDER – see tiller below

SHOWER/SHOWER DRAIN

Shower will not go hot. *Ensure shower is fully turned on, that temperature control is in a mid position (i.e. not on coldest setting), and that water has run for at least 2-3 minutes.*

If still cold – turn on heating and/or engine. Water should reheat in 20 minutes

If STILL cold, contact base.

Shower does not drain. *All pumps are automatic. Check lights work – if so check trip switches – if OK call base, if not replace reset trip and repeat process. If trip blows again call base.*

SWINGBRIDGES

Bridge won't move. *Have you unlocked the padlock securing the bridge at the side/ground with your BW key? Are you pushing the right way? If still no movement please call BW (see back of manual)*

THROTTLE

Throttle will not engage gear. See 'Gearbox'

Throttle moves but engine revs do not alter. Call base – you may have a broken control cable.

Throttle moves and engine revs but no gears. Check the central button is 'out' (see 'Gearbox'). If still no gears, call base – you may have a broken control cable.

TILLER

Tiller loose/appears wobbly. Is the tiller so loose that you cannot steer? If yes – call base – the tiller locking nut needs adjustment.

If no, but steering is hard and the whole tiller/rudder seems to be 'floating around' you have probably dislocated the rudder on a lock sill – call base (note that this is a chargeable repair).

Steering is always out of line. Stop the boat (no need to tie up – a good time to do this is at a lock or whilst moored). Put the tiller in a straight line with the boat i.e. as if you were trying to steer straight. Look over the back of the boat (stern) to find where the rudder appears to be sitting. It should be under the back fender in a more or less dead central position. If yes, your steering needs practice. If no, call base.

Note: No two boats will handle identically. Forces such as hull profile, propeller swing direction and pitch will all influence the handling of each boat. We recommend you steer by eye i.e. by looking forward as you steer rather than looking at the tiller for a straight line!

TOILET/TOILET TANK

No flushing water. Is the water pump on, and the toilet emergency valve open?

If the pump is off CHECK who turned the pump off and why BEFORE you turn it back on!

If the pump is on, try a tap instead – if there's no water, listen to hear if the pump's running. Go to 'Water' below.

Toilet will not empty. *Is the loo full, or blocked? Use a mooring stake and GENTLY try to push any obstruction through the toilet down into the tank. Has this cleared the problem? If No - tank is probably full - call base – you may need a pumpout. DO NOT USE TOILET FURTHER, until pumpout is complete! If advised by base to proceed to another boatyard for a pumpout which the base advises is at their cost, please obtain a receipt.*

Toilet Full/Overflowing

- a) SHUT OFF WATER IMMEDIATELY – by turning off either valve by toilet and/or switching water pump off.
- b) Try to flush toilet – does the bowl empty?
If Yes – turn pump &/or valve back on and resume normal use
If No – see above ‘Toilet will not empty’.

TV/ DVD/ RADIO

Our Freeview-equipped flat screen TVs also have sockets for USB, SD, MMC plugs and are equipped with built in DVD/CD player. A full channel scan will be required each time you wish for TV and often for radio once you have moved from your last location! *Note that TV reception on canals, particularly along the Avon Valley to Bath, can be poor due to the steep and twisting valley.*

Using your TV.

Using the remote control:

1. **Turn on** using the red power button (top right)
2. **Select ‘Input’** (top left button)
3. **Select DTV** (this selects the TV/radio function)
4. **Then press the menu button** (small button upper middle left)
5. **Scroll to Autoscanner and select** An autoscanner takes around 3 minutes after which you should, subject to channels being found, be able to use the TV normally.

Using DVD/CD – IMPORTANT

Before trying to insert a disc please ensure you follow steps 1 & 2 above and then select DVD. Only then will the disc slot allow the disc to be inserted. If you fail to do this and we find the mechanism to have been forced/broken upon the boats return we will have to make a £160 charge to replace the unit.

No power/will not switch on. *Check that you are pressing the correct button and look for a red light at the base of the TV turning to green when turned on. If the red light won't change please check the remote's batteries and/or remove and replace them. If no light on TV base at all check ceiling lights – are they working? If No, start engine and then repeat above. Your batteries were flat and will therefore need at least 7 hours charging today! If you have lights but no TV check the trip switches- is the sockets/radios switch on? If still no TV, call base.*

Note that we will not attend callouts for TV reception problems out of working hours. Where a callout is made and we find the TV is in fact working but the reception is too poor we will make a £50 callout charge.

WATER/ WATER PUMP

No water comes out of taps. *Is the pump running?*

If Yes – you've run out of water! Switch water pump off immediately, find next waterpoint, fill tank up, turn pump back on and run water through all taps and showers and toilets to re-prime pump.

If No, is the pump switched on? If not, turn it on!

If still no success check trip switches.

If none of the above work, call boatyard for assistance.

We would Appreciate Your Comments....

We hope that your holiday, however short or long, has been the best you could have had. To help us to maintain our high standards and friendly, yet efficient, service we would appreciate a few moments of your time to make any comments you feel appropriate in the space below. Please ensure you complete the boat and hire date details so that if necessary we can respond in due course....feel free to scan and send this when you return home!

BOAT: _____ **HIRE DATE:** _____

YOUR COMMENTS:-

Overall holiday rating (out of ten): _____

**Please ensure you tear this sheet out and hand it to our
Reception desk upon your departure,**

THANK YOU.

USEFUL INFORMATION

DAILY CHECKS

Morning – check oil and water

Evening – screw stern greaser down/ check bilge

NAVIGATION PROBLEMS?

Canal & River Trust - 0800 4799947

BOAT PROBLEMS OR QUERIES?

Call us: 9am to 5.30pm 01225 863987

Out of hours (emergencies only!) 07561 096679

MEDICAL PROBLEMS?

Non urgent medical advice – NHS direct 111

Emergency (ambulance required) - 999

YOUR BOAT NAME:

BOAT LENGTH:ft

MAX. CAPACITY: persons (*overnight*)

*2 extra persons allowed by day but absolute max 12 persons
at any time onboard – it's the law!*

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