



HIRERS' INSTRUCTION MANUAL

HEYFORD 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!

Thank you for choosing to spend your holiday with us in the outstandingly pretty Cherwell Valley on the Cotswold borders. We want this to be the best holiday you've ever had, and it is our aim to ensure that we 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 all experienced narrowboaters. We have full engineering facilities here at Heyford, and all of the boats have been designed and built right here. We offer full back-up facilities in the event of a breakdown including a 24hr manned callout phone.

I 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 are comprehensively insured but your own travel to/from us is not since most people are covered by their own Home, or Travel, policy. We suggest that if you wish for personal/contents/travel insurance you contact your preferred insurer to arrange suitable cover.

**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 in our locked compound, 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
- ∞ Lift 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, whilst we refuel the boat. You should be able to bring your car to the wharfside to load up. We have rubbish bins on site so that you can clean the whole boat out efficiently and effectively. Please ensure you do not leave until we have refuelled the boat (and paid for your fuel used) and that we have checked it through to make sure you've not forgotten anything.

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 you are very welcome to have a drink or lunch at our licensed waterside bistro 'Kizzies', if open (please check with us in advance). All arrivals –whether pre-planned or 'delayed' after 16.00 - will be charged £50, as advertised in our Booking Conditions, for the extra staff hours required to ensure a full show through, lock demonstration etc. We do not accept arrivals after 17.00 as there is insufficient time left in the working day to allow demonstrations to be completed.

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 the first lock in either direction is some distance away from the boatyard and (especially southbound toward Oxford) is not accessible other than by a 1 mile walk along the towpath. 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 a full week 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 Thames we insist upon buoyancy aids being carried for every member of the party

Shopping: Please note that our wharfside Store has a range of fresh bread, eggs, milk, groceries, alcoholic drinks, canal souvenirs, and an extensive range of maps and canal cruising guides on sale. 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 OX25 5PD 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 opposite 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. The 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.

Bikes: If you wish to bring bikes on board please note that a maximum of only 2 can be safely taken on board since many of the Oxford Canal bridges are too low for roof stowage: the bikes have to be stored in the cockpit of the boat which prevents access through the front doors.

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 South: Kirtlington Quarry (with access to two pubs in Kirtlington ½ mile away), or northbound at Upper Heyford (at Allens Lock for access to the Barley Mow pub ¼ mile away)..

NB Moorings at Thrupp (southbound) are extremely limited and arriving there any later than 5pm in summer months means little chance of a mooring there.

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 beeping 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

Most of the Oxford Canal bridges are low and, especially by locks, very tight only allowing enough space for the boat to squeeze through. Also overhanging branches, especially when turning the boat, may catch the bow/roof/side of the boat. Therefore please ensure that all members of your party are aware of this and remain alert to such dangers – be especially careful/take responsibility for children and 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!

Locks

Please ensure you watch the Boaters DVD via the online link supplied to you 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. On the Oxford Canal always keep the boat at the front of the lock (nudging the gate) going uphill, and at the middle/front of the lock (just clear of the front gate) going downhill – do not let the back (stern) of the boat get near the back gate or the cill which could damage the rudder (this is chargeable at a minimum of £400 if damaged) – you could even sink the boat!
7. On Oxford Canal locks do not use ropes – they are not necessary if you follow our boating tuition.
8. On wide ('double') canal locks only use ropes if you are using the lock alone – and never tie a rope to the posts when descending the lock!

9. On the River Thames, always moor up at the lock layby (just before the lock), and await instructions from the lockkeeper – you will be expected to use ropes in the lock and turn your engine off whilst the lock fills/empties – never fully tie ropes around the lock posts whilst descending!
10. Never allow the boat to ram lock gates – there should be no need for excessive force or use of the engine if you follow our boating tuition.
11. Never leave your lock key (‘windlass’) on the lock spindle once you have wound the paddle up – always use the safety catch.

Lift Bridges

These are the most recognisable symbol of the Oxford Canal. Many are left open/ out of use. Of those that you will find closed there are 3 types (with location shown where appropriate): -

Electrically operated – Thrupp, Lower Heyford (Mill Bridge No.205) – You will need your BW key (on the main key bunch with a carabiner to release it) to operate these. Operating Instructions for these are on the control cabinet

Hand-wound – Banbury (Tooleys No.164): You will need your windlass to wind this up and back down again (must be left closed after use). Once the bridge is up please hold your windlass in position and do not let go just in case the bridge tries to go down on its own.

Traditional – most others – Simply check no one is about to cross then pull the large beams down (using the chain if provided) *keeping well clear of the beam!* Sit on the beam and stay there until the boat is *completely* through and clear of the bridge. Then use the chain or beam to *gently* lower the bridge back into its closed position. Please do not let the bridge ‘drop’ or bang down it may then get stuck closed and cause severe delays to other users.

LIFT BRIDGE SAFETY

*Do not attempt to try to pass underneath any lift bridge until fully open and/or someone is firmly sat on the beam or in control to keep it open.

*No running up the bridge deck – be aware that this could overbalance the bridge and make it crash down onto the boat causing damage, serious injury or death.

*No using the gunwales or roof whilst approaching or passing through the bridge – danger or serious crush injuries, decapitation or death – yes really!!!

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 {South Oxford} 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 on your show-through

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 Boats must back by 9am, and vacated by 9.30am.

Early Return: If you intend to return the boat on the last afternoon of the hire rather than stay onboard for a last night please advise us when you first board your boat. If returning the boat on a Sunday afternoon our supervisor is not usually available to check the boat then: any security deposits will not be returned until the boat is fully checked on the Monday morning. *The latest time that we will accept such a return is 16.30.* Please allow sufficient time to get back to Lower Heyford, especially if returning from Oxford that day. You should leave Oxford by 9am and, *please*, do not race: it takes at least 7hrs to travel from Oxford to Heyford – *non-stop*.

We do not allow mooring at Heyford Wharf on the last night unless you are vacating your boat completely that evening. If some of your party are leaving early please ensure that enough competent crew are left to bring the boat into the Wharf next morning.

Nearest recommended last-night moorings: -

Southbound: Below Allens Lock, or just after Mill Lift Bridge 205.

Northbound: Moor near Northbrook/ Dashwood Locks. If a pub is essential on your last evening moor 300m north of the boatyard on the visitor moorings away from the railway line - you can go past us, and then reverse the 300m or so back to the yard next morning – please ask us if you would like assistance in reversing...

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 during the turn-round servicing. We regret that we do not have the resources to store lost property for more than two weeks – please contact us with an accurate description if you think you’ve forgotten something: we charge £10 per item for postage & packing to UK addresses.

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

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

- Dividing doors (where fitted)
 - CO & Smoke detectors - use of 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 & Spare oil
 - 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.
- Poles, plank & Lifering – safe use
 - Use of Gunwales/ Handrails - *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 checked full,
 - 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

Boat Handling Demonstration*

- Keep children in sight/ under control ↔ Use of throttle: neutral/forward/back
- Young children/non-swimmers to wear buoyancy aid when on deck/ at locks
- How to untie/ set off
- Steering position
- Turning left/right
- Stopping/ emergency stopping

- Maximum cruising speed
- Use centre channel – no wash!
- 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!*
- Lift Bridges – do not drop, 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
- Thames locks – if applicable*
- Full buoyancy aid provision – *wear them!*
- Detailed navigation instruction received
- Normal cruising speed
- Slow down BEFORE moored boats
- Centre channel
- Slow down approaching bends
- Warning -loss of steerage in
- Landing crew/ mooring up
- Safe use of lift bridge (northbound)
- Approaching lock –mooring/
- Lock Use Demonstration****
- Courtesy –one boat up/one down
- 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
- Thames locks – if applicable*
- Turn engine off in locks
- Use of ropes – do not tie!!
- Follow lock keepers’ instructions

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.

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 narrow canals AND locks within the last five years. Please read our Booking Conditions

[?] 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

The only items that should go down the toilet are 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: _____

SECTION B: USEFUL INFORMATION

8. Recommended Routes and Timings

These are for guidance only. Oxfordshire Narrowboats cannot be held responsible for any errors or omissions.

FIRST NIGHT'S MOORING

We often receive complaints from moored boat-owners of our boats speeding and/or boating in darkness, in their desperation to reach a waterside pub. In such circumstances you risk us terminating your hire because you have almost

immediately chosen to ignore the advice and training we have just given you.
NB Moorings at Thrupp (southbound) or at Aynho (northbound) are extremely limited and arriving any later than 5pm means little chance of a mooring there.

8.1 NORTH towards Banbury and the Heart of England

8.1.1 Weekend Break (3 nights)

Fri: Cruise to Somerton (countryside) 2hrs
or Aynho (choice of pubs) 3hrs

Sat: Cruise to Banbury 3 or 4 hrs (many pubs, clubs, restaurants)
TURN HERE and stay overnight or cruise back into the countryside...

Sun: Return to Lower Heyford -6hrs– either to leave or moor near village for easy access to the Bell pub and the boatyard.

Remember that the boatyard closes at 17.30 if you intend to leave the boat that afternoon – last return by 16.30, no later

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

8.1.2 Midweek Break (4 nights)

(you have an extra day more than a weekend)

Mon: Cruise to Somerton (countryside) 2hrs
or Aynho (choice of pubs) 3hrs

Tue: Cruise to Cropredy via Banbury 6-7hrs. Cropredy is a quiet, pretty village that hosts the Fairport Convention in mid August (VERY busy then!!) but is otherwise a picture postcard scene - two pubs. **TURN HERE** at the wharf *before* the lock!

Wed: Lazy day back to Banbury 3hrs, with time at leisure. Stay here
Or move to the countryside just south for overnight mooring.

Thurs: Return to the Heyfords and moor near either village for easy access to its pub and close to the boatyard.

Remember that the boatyard closes at 17.30 if you intend to leave the boat that night – last return by 16.30, no later.

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

8.1.3 One Week

First afternoon: Cruise to Somerton (countryside) 2hrs, or Aynho (choice of pubs)-3hrs.

Day 2: Cruise to Cropredy via Banbury 6-7hrs. Cropredy is a quiet pretty village that hosts the Fairport Convention in mid August (VERY busy then!!) but is otherwise a picture postcard scene - two pubs

Day 3: Cruise up the increasingly frequent locks that culminate at the summit of the Oxford Canal – 3hrs - near the pretty village of Claydon. Pause here for lunch/ walk to the village (no pub). Cruise on & moor in the countryside near Wormleighton - stunning views over Warwickshire.

Day 4: Cruise the long, beautiful, remote, winding summit pound for 4hrs to reach the top of Napton Locks. Descend the first two, then cruise another mile and turn before the third lock, mooring hereabouts -1hr. Wander down the rest of the flight of 6 locks (its not worth the hassle of descending these only to turn and have to ascend again-unless you want the exercise and are prepared to risk queuing for the return ascent!) View the famous windmill and/or visit the pretty hillside village.

Day 5: Lazy day where you can choose to visit places you missed on the way outbound, or moor in the wilderness and enjoy the tranquillity that our waterways offer. Perhaps moor near Claydon – 5hrs?

Day 6: Back to Banbury or nearby - 6hrs - perhaps visiting Claydon or Cropredy if you didn't stop outbound. Pleasant overnight town centre moorings before the lock, or in the countryside approx. ½ mile south.

Day 7: Return to Lower Heyford -6hrs– either to leave or moor near the Heyfords for easy access to the pubs and the boatyard. Remember that the boatyard closes at 17.30 if you intend to leave the boat that afternoon – last return by 16.30, no later

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

8.2 SOUTH towards Oxford and the Thames

8.2.1 Weekend Break (3 nights) – 7hrs to Oxford

Fri: Cruise to Kirtlington Quarry (country park) 2hrs
or Thrupp (archetypal canal hamlet & pubs) 4hrs*
**see cautionary 'boxed' note at the beginning on p23*

Sat: Cruise into Oxford (canal), turn & moor up to enjoy this famous city – colleges, ice rink, clubs, theatres, museums, shopping pubs & restaurants. To *really* enjoy your cruise why not turn into Dukes Cut (below Dukes Lock) and venture onto the Thames for a stunning entrance into Oxford –4hrs! Views across Port Meadow to the 'Dreaming Spires'. Perhaps cruise downstream through Oxford as far as Christchurch Meadow and the attractive College Boathouses. (Note that a Thames licence will be payable, and a £5+ overnight mooring fee if you moor on the river – alternatively return to the canal and moor above Isis Lock on the towpath for free). Next morning return up the river above Osney Lock then either retrace your steps to Dukes Cut or turn

directly onto the Oxford Canal here (signed), *carefully* making the sharp turn into Isis Lock after 100m.

Sun: Return to Lower Heyford - 8hrs – *make sure you leave early (by 9am) if you intend to leave the boat on Sunday evening*– either to leave or moor near the village for easy access to The Bell pub and the boatyard. Remember that the boatyard closes at 17.30 if you intend to leave the boat that afternoon – last return by 16.30, no later

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

8.2.2 Midweek Break (4 nights) – 10 hrs to Abingdon

Note that on this route a Thames licence fee will be payable to the lock keeper at the first Thames lock you reach.

Mon: Cruise to Kirtlington Quarry (country park) 2hrs
or Thrupp (archetypal canal hamlet & pubs) 4hrs*

**see cautionary 'boxed' note at the beginning on p23*

Tues: Cruise into Oxford via Dukes Cut (below Dukes Lock) and the Thames for a stunning entrance into Oxford: views across Port Meadow to the 'Dreaming Spires'. Cruise through Oxford (we suggest you visit on your return journey) and on to Abingdon, a pretty Thames-side market town with plentiful free moorings – 3hrs from Oxford.

Weds: Retrace your steps upstream to Oxford, either mooring overnight on the river above Osney Lock or on the canal above Isis Lock (1hr) on the towpath in the Jericho area, both a short walk to the city centre. Enjoy the afternoon/evening in Oxford.

Thurs: Return to Lower Heyford - 8hrs from Osney/7hrs from Jericho: *make sure you leave early (by 8am) if you intend to leave the boat on Thursday evening* – moor near village for easy access to The Bell pub and the boatyard. Remember that the boatyard closes at 17.30 if you intend to leave the boat that afternoon – last return by 16.30, no later

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

8.2.3 One Week - 19hrs via Oxford

Note this route involves navigating the Thames which will require an additional Thames Licence payable to the Lock Keeper at the first Thames lock you reach.

RIVER THAMES

Being a river, the Thames is subject to flooding in times of prolonged heavy rain. Safe navigation is your responsibility. Please ensure that if navigating it you inform us first and keep a check on weather forecasts whilst on your holiday...

First afternoon: Cruise to Kirtlington Quarry (country park) 2hrs
or Thrupp (archetypal canal hamlet & pubs) 4hrs*
**see cautionary 'boxed' note at the beginning on p23*

Day 2: Cruise into Oxford via Dukes Cut (below Dukes Lock) & the Thames for a stunning entrance into Oxford: views across Port Meadow to the 'Dreaming Spires'. Perhaps cruise downstream through Oxford as far as Christchurch Meadow in sight of the famous Colleges & their Boathouses, and enjoy this famous city. (Note that a £4+ overnight mooring fee is due if you moor here)

Day 3: Turn around here (the river's wide enough): cruise upstream into the beautifully remote Upper Reaches of the Thames that ultimately reach the Head of Navigation at Inglesham. Today you'll comfortably reach Newbridge (one of many beautiful medieval stone bridges across the river) and moor up either by the two pubs or remotely. Enjoy the solitude – but don't forget to top up water at Eynsham Lock!

Day 4: Continue winding upstream to the beautiful little hamlet of Kelmscott –6hrs- (almost riverside – watch carefully for closest moorings). Enjoy an evening strolling in the meadows, viewing Kelmscott Manor (of William Morris fame), or a pleasant pint in the unspoiled ancient local

Day 5: Travel the final few twisting miles to Inglesham (3hrs), turn by the old roundhouse guarding the entrance to the yet to be restored Thames & Severn Canal, and return downstream to moor below Lechlade bridge on the meadows –spend an enjoyable afternoon/evening in this pretty Cotswold wool town....

Day 6: A lazy day drifting downstream to a remote mooring perhaps near Farmoor reservoir above Pinkhill Lock on the river (7hrs).

Day 7: Return to Lower Heyford, making sure you turn off the river back into Dukes Cut *before* you get to Kings Lock. A total of 7hrs boating today, either to leave the boat this evening or to moor not too far from the boatyard for departure tomorrow. Remember that the boatyard closes at 17.30 if you intend to leave the boat that afternoon – last return by 16.30, no later

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

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

These are marked in most good guide books, but this list below is up to date this season. The list below covers a normal cruising week's limits – for facilities further afield please consult us during your show-round....

| | | |
|-----------------------|------------|----------------------------------------------------------------------|
| North: Aynho | PRW | Aynho Wharf (offside) |
| Banbury Lock | RW | Water above & below lock Rubbish below lock (offside inside cage) |
| Cropredy | RW | Cropredy Wharf (opp. Bridge Stores) |
| Fenny Compton | PRW | Fenny Marina(R,P), Pub(W) |
| Marston Doles | W | Above top lock on towpath |
| Napton | RW | Below bottom lock. (Rubbish offside) |
| Calcutt | W | Before top lock on offside |
| Braunston Jct. | RW | On offside, above Jct toward Coventry |

| | | |
|----------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| South: Thrupp | PRW | At sharp bend by liftbridge, offside |
| Dukes Lock | W | Several waterpoints above lock, towpath <i>There are several waterpoints between Dukes Lock and Oxford, but please respect the residential boats moored hereabouts...</i> |

Thames – Downstream (toward Reading)

| | | |
|----------------------------|-----------|---------------------------------------|
| Christchurch Meadow | R | Several bins on towpath moorings |
| Abingdon Lock | RW | Water hose above lock (on reel), skip |
| Cleeve Lock | W | Offside directly above lock (on reel) |
| Goring Lock | R | Bins below lock under bridge |
| Mapledurham Lock | R | Bins above lock |

Thames – Upstream (toward Lechlade)

| | | |
|----------------------|-----------|-------------------------------|
| Eynsham Lock | RW | Directly below lock |
| Radcot Lock | W | Directly above lock (offside) |
| Shifford Lock | RW | Directly above lock |
| St Johns Lock | R | Below lock |

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). Again we list those within a normal week's cruising, and 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 be prepared for these hours to be reduced outside of school holidays.

| | | |
|---------------------------------|-----------|-----------------------------------------------------------|
| North: Aynho Wharf | VG | Papers, sweets, and a few essentials |
| Banbury | SG | Full town centre shops/ malls |
| Cropredy | V | Bridge Stores opp. Wharf |
| Fenny Marina | G | Moor by pumpout point. |
| Napton Village | V | Walk from bottom lock to village Post Office/ Stores. |
| South: Thrupp/Kidlington | V | By A4260 roadbridge (Co-op) |
| Oxford | SG | Full city centre shops/malls |
| Abingdon | S | Market town shops |
| Clifton Hampden | V | Moor directly below bridge – walk across meadow to church |
| Wallingford | SG | Market town shops – moor above bridge |
| Goring | V | toward railway station |
| Pangbourne | S | across meadow toward station |

Please note that the Upper Thames toward Lechlade is remote and there are no shops within 5 mins walk at any point within reach of the river until you reach Lechlade – which has all shops.

11. Pubs & Restaurants

Once again we are going to limit our list to establishments considered accessible on foot from the nearest mooring –but don't be restricted by this – why not bring a good food or pub guide and use a taxi to get to your ideal establishment? All our pubs listed serve real ale. Pubs (P) or with food (PF) or restaurants (R), serving either English (E), Indian(I), or Chinese (C) meals.

No holiday would be complete without a visit to our own waterside bistro, *Kizzies*: fully licenced, great home-made food, child friendly, and a lovely waterside garden make this an idyllic location – please check for opening times.

North: Upper Heyford, Barley Mow PF (E) Real pub with good food & ale
Aynho Wharf, Gt Western Arms PF(E) Superb food and beer
Banbury, Various P, PF, R (E,I,C) Full town centre range
Cropredy, Red Lion Inn (P), BraisenNose Inn (PF)
Fenny Compton, Wharf Inn PF(E) Average, waterside
Napton Folly Inn PF(E) At foot of locks – can get busy

South: **Thrupp, Boat Inn PF(E)** historic local famed in Morse books
Jolly Boatman PF (E) good food, waterside moorings
Kidlington, The Highwayman PF(E)
Wolvercote, Plough PF(E) Nearby trains noisy.
Oxford, PF(E, I,C) Far too many to list here!!

12. Places to Visit

You've chosen a beautiful country stretch of canal, so you are already visiting the best bit! However nearby there are a variety of places to visit.....

Lower Heyford – Rousham House (1/2m) – stately home. Over 15s only

NORTH:-

Banbury – All facilities – Tenpin Bowling, cinema, Tooley's Yard
Banbury Museum, Spiceball Leisure Centre, Mill Arts Centre. Great train link to Warwick Castle and Stratford on Avon

SOUTH:-

Kirtlington Quarry – waterside – circular walks and barbeque areas in this delightfully tranquil restored former quarry.

Thrupp – Blenheim Palace is about 2 miles away (taxi recommended)

Oxford – All facilities – Ice Rink, cinemas & theatres, colleges, pubs/clubs

13. TROUBLESHOOTING whilst afloat.

This section is specifically designed to help you to solve any problems that may occur whilst on your holiday. This does not prevent you from seeking reassurance at any time whilst on holiday by calling us on:-

01869 340348 *during office hours (9am to 5.30pm)*

07732 132374 *out of hours **only** (if your problem cannot wait until the office opens next morning).*

****we do not answer the callout phone during office hours****

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....

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 pumps are automatic with an override button by the steerers position (next to horn).

Engine bilge appears full of water. *Is the water up to the steel frames that support the engine? If so, call base – do NOT start engine! 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 for advice.

COOKER

Cooker will not light – no ignition. *On most boats the cooker can be lit by the cooker ignition provided the inverter/240V is switched on. If this fails to operate use the hand igniter supplied. If the cooker will not light, see below.*

Cooker will not light – no gas. *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 the Handover 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. Then 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 centre 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 yellow preheat light shows. If still unable to start, call base.*

LIFT BRIDGES

Bridge will not open. *Is the bridge electrically operated – if so use the key! If it's mechanical are you pulling on the beams or winding the handle the right way? If so, have you checked that there is not a catch/latch holding it down (some of the farmers' bridges have these to prevent the farmer becoming stranded 'wrong side'). If the bridge still won't shift obtain extra assistance and/or call base for further advice.*

Note: *Always leave a bridge the way you found it, and always lower bridges gently so that they do not bang down – they could jam for the next passing boater.*

LIGHTS

An individual light will not work.

Check other similar lights to check they work.

If Yes then a bulb 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 trip switches (the black button by each switch on the main fuseboard) and reset by pushing in 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 reset as above. 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 up 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

Please also refer to the Boater's DVD.

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. At locks the Butty has to be manhandled through the lock BUT otherwise such pairs have absolutely no Right or Priority of Passage over and*

above other users, and especially have no right to go through a lock together except where there are exceptional navigation circumstances. Please deal with such a situation courteously but firmly and call the base if you are in any doubt or feel you have been poorly treated by such users. Make sure you keep to the offside of any ropes pulling the butty!

Lock flights e.g. Napton, Claydon. 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 one boat 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.

PROPELLER

Fouled Propeller. 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 your 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!

- 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.

Note: *If the water is not hot, the shower mixer will not ‘mix’ and you will only get cold water! Run engine/ central heating to heat the water.*

Shower does not drain. *All pumps are automatic. Check lights work – if so check ‘shower pump’ trip switch – if OK call base, if not reset trip and repeat process. If problem recurs, please call base.*

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 cill – 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. If still no – contact base.

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’.

Smelly Toilet/ No water in the bowl

The smell from the loo tank is prevented by the toilet always having water in the bowl once flushed. If a toilet does not hold water please press the lever down then let it snap up fairly sharply – this may dislodge something that is compromising the seal. If unsuccessful repeat up to three times. If still no success – call base.

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.

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 use TV and often for radio once you have moved from your last location! *Note: digital TV reception on canals, particularly along the Cherwell Valley through which much of the South Oxford Canal travels, is very poor due to the proximity of the boat to ground level! Digital TV is unlikely to work on the move.*

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 Autoscan and select** An autoscan takes around 3 minutes after which you should, subject to channels being found, be able to use the TV normally.

IMPORTANT - Using DVD/CD

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. 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.*

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....

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?

On canals, call Canal & River Trust on 0800 4799947

On River Thames, call Environment Agency on 0800 807060

BOAT PROBLEMS OR QUERIES?

Call us: Office hours 9am to 5.30pm 01869 340348

Out of hours (emergencies only!) 07732 132374

MEDICAL PROBLEMS?

Non urgent medical advice – NHS Direct - 111

Emergency (ambulance required) - 999

NOTES:

