

## The Royal Parks Boating Booking Conditions

### 1 General

- 1.1 Every booking is subject to these booking conditions. Failure to comply with these booking conditions may result in refusal of entry or a requirement to leave the boating premises and sites in Hyde Park and The Regent's Park. Please ensure that you and any of your guests have read and understand these booking conditions.

### 2 Conditions of use

- 2.1 If these conditions of use are not adhered to, we reserve the right to refuse entry to any of our services.
- 2.2 Customers must ensure they return the boat to the boarding point by the end time of their booked session.
- 2.3 Children and young persons under the age of 17 years old will not be permitted access unless accompanied by an adult who is 18 years old or above. Every boat must include a responsible adult over the age of 18 years.
- 2.4 No children under the age of 12 months are permitted.
- 2.5 All children under the age of 12 years old must wear a buoyancy aid. Buoyancy aids are available to use free of charge.
- 2.6 Adults and children over the age of 12 years may wear a buoyancy aid if preferred. Buoyancy aids are available to use free of charge.
- 2.7 All visitors must wear a buoyancy aid at Hyde Park from November -March.
- 2.8 There is a maximum capacity of 4 adults per boat at any time.
- 2.9 There is a minimum capacity of 2 persons per boat for bookings of 2 or more people at any time.
- 2.10 Alcohol is not permitted on the jetty or the boats. Anyone who appears to be under the influence of alcohol or drugs will not be permitted access.
- 2.11 Smoking or vaping is not permitted on the jetty or in the boats at any time.
- 2.12 Customers must only board and disembark the boats at the jetty.
- 2.13 Customers must not trespass on the islands within the lake.
- 2.14 Customers should keep their belongings with them. The Royal Parks cannot be held liable for loss of any valuables or other personal property left at the premises.
- 2.15 Customers must not stand in the boat or and must not rock the boat at any time.
- 2.16 No dogs or pets are allowed in the boats (except for assistance dogs).
- 2.17 No food may be consumed in the boats.

- 2.18 Customers must not feed or disturb the wildlife.
- 2.19 No swimming and no fishing permitted at any time.
- 2.20 Customers must not leave any litter in the boats and should leave no trace.
- 2.21 Any customer found to be misusing a boat will be ordered to return to land.
- 2.22 No personal belongings should be left behind at boarding areas.
- 2.23 Any personal belongings taken on board any boat is at the owner's risk.
- 2.24 There are no customer toilet facilities available. Customers should use the nearest public toilets available in each park.
- 2.25 Customers must remain within the designated boating areas within each lake.
- 2.26 Customers must follow the directions given by staff at all times.

### **3 Booking and payment**

- 3.1 An advanced booking requires full payment at the time of booking. Payment can only be made by debit card or credit card. We accept Visa, Mastercard, JCB, Maestro, Apple and Google Pay for online payments.
- 3.2 Once an advanced booking is complete a confirmation email will be sent containing your ticket confirmation and QR code. You must bring your ticket confirmation and QR code with you either in electronic format on your phone or printed in paper format.
- 3.3 Bookings can also be made on the day at the sales counter in Hyde Park, Greenwich Park and The Regent's Park. Payment can only be made using a debit card, credit card or contactless payment. We accept Visa, Mastercard, Maestro, JCB, Apple Pay, Google Pay and Samsung Pay for on the day bookings.
- 3.4 For groups bookings of 10 or more please contact a member of our team. Group bookings are not available online. We do not accept bookings from hen or stag parties. To request a group booking:
  - For Hyde Park boating please email - [hydeboating@royalparks.org.uk](mailto:hydeboating@royalparks.org.uk)
  - For The Regent's Park boating please email - [regentsboating@royalparks.org.uk](mailto:regentsboating@royalparks.org.uk)
  - For Greenwich Park boating please email - [greenwichboating@royalparks.org.uk](mailto:greenwichboating@royalparks.org.uk)
- 3.5 All members of the booking party must have a ticket booked, even those that are non-chargeable which include children under the age of 4 years and a carer accompanying a vulnerable person that requires 1:1 support.

- 3.6 Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID. Concession ticket holders will be required to show a valid ID on arrival. We reserve the right to charge for a full price or refuse entry if valid ID is not shown.
- 3.7 Tickets are only valid for the activity booked. Tickets do not include access to any other services or special events.
- 3.8 Tickets are only valid for the day, time and location specified when booking. It is the responsibility of the person making the booking to ensure they have selected the appropriate options.
- 3.9 Advanced booking ticket holders must arrive within 10 minutes of their booked arrival time and not earlier. Ticket holders arriving later than 10 minutes of their booked arrival time will not be guaranteed entry.
- 3.10 Advanced ticket holders should join the advanced booking queue on arrival. We aim to board advanced ticket holders on a boat within 15 minutes of their check in time. At busy times advanced tickets holders may need to wait longer than 15 minutes to be boarded on a boat.
- 3.11 All ticket holders must ensure they return the boat to the boarding point by the end of their 30-minute or 60-minute session (depending on the type of ticket booked).
- 3.12 Advanced bookings can be made online - prior to midnight the day preceding the required booking time. After this time tickets are only available for purchase on the day from the boating ticket sales counter in Hyde Park and The Regent's Park
- 4 Advanced bookings are only available online and cannot be made in person at the boating ticket sales counter in Hyde Park and The Regent's Park. Greenwich Park boating is only available on the day at the ticket office.

## **5 Cancellation and Refunds**

- 5.1 The Royal Parks reserves the right to cancel advanced bookings due to adverse weather conditions, closure of Parks, closure of the Lakes or Ponds, or any other closure or emergency. In circumstances where The Royal Parks cancel a booking an alternative date or a full refund will be offered to the customer.
- 5.2 A full refund will only be available to customers making a cancellation at least 72 hours prior to the booking date. Changes can be made up to 48 hours prior to the booking date.
- 5.3 Refunds will only be made to the card used to pay for the booking.

## 6 Ticket types and criteria

6.1 The following ticket types and criteria apply at Hyde and The Regent's Park. Please note that Greenwich Park's vary and are only available on the day.

<b>Ticket type</b>	<b>Ticket Criteria</b>
60 Minutes Boat Hire	60 minutes session during the time and date shown on your ticket
30 Minutes Boat Hire	30 minutes session during the time and date shown on your ticket
Adult	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below). Every boat must include a responsible adult over the age of 18
Child (3 and above)	3 to 15 years old. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules
Child (aged 1 -2)	1 to 2 years old. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules. No children under the age of 12months permitted
Family	2 adults and up to 3 children. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules. No children under the age of 12 months permitted
Carer	When accompanying a vulnerable person that requires 1:1 support
Concessions	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID

## 7 Other

7.1 From time to time, The Royal Parks may have photographers present for marketing purposes. Customers will be made aware of this on the appropriate day. This is not compulsory.