

**LIVETT'S LAUNCHES LIMITED**  
**Ticket Cruise Booking Information, Terms & Conditions**

Please read this document in full. The information within this document relates to all tickets for ticket cruises on the River Thames and connected Docks and Waterways in London marketed by 'Livett's Launches Ltd'. (ticket cruises operated by Livett's Launches Ltd. and ticket cruises sold by Livett's Launches Ltd. on behalf of other Operators.)

In purchasing tickets for one of the above mentioned cruises you ('the client') are accepting the terms and conditions within this document. Any ticket/reservation holder or passenger will be referred to as 'the client' from here on. This document supersedes any and all previous versions and may only be altered upon the written agreement of both 'the client' and a Director of 'Livett's Launches Ltd'. We hope you enjoy your cruise.

**Booking Details**

1. All bookings must be made in advance of the date of the cruise. To board the vessel the client must have a confirmed reservation / ticket which is valid for the date and package booked.
2. Full payment in cleared funds must be received by Livett's Launches Ltd. in advance of the date of the ticket cruise.
3. If booking over fourteen days in advance of the date of the ticket cruise the client is required to pay a 20% deposit to secure the booking. The full balance is then due fourteen days prior to the date of the ticket cruise.
4. If the booking for the ticket cruise is less than fourteen days prior to the date of the cruise, payment is required in full to secure the booking.
5. Please ensure all ticket holders within your party are aware of any dress code that applies to the ticket cruise booked, refunds will not be offered where entry is refused for this reason.
6. Please note that the layout of the different boats used for ticket cruises means that Livett's Launches Ltd. cannot guarantee a table with seating. If you are booking a cruise with seating you may have to share your table with another party. Please check at the time of booking on availability of seating and seating plans.
7. Livett's Launches Ltd. recommend arriving at the boarding pier fifteen minutes before the scheduled boarding time. For whatever reason Livett's Launches Ltd. will not make any refund should clients miss the boarding slot.
8. Children under the age of five are discouraged from Lunch Cruises; no prams, bassinets or pushchairs may be brought on board and no highchairs are provided. For Dinner Cruises, no person under the age of 15 is allowed on board. For Disco Cruises no person under the age of 18 is allowed on board. For other ticket cruises please see literature for restrictions.
9. If booking with a credit or debit card that the client does not have the legal right to use the booking will be invalid.

**Cancellations & Refunds**

10. For cancellations of bookings, or reductions in the number of tickets booked, where a deposit or full payment has been made and where written notice is received by Livett's Launches Ltd. at least fourteen days in advance of the date of the ticket cruise a full refund will be made. If written notice of a cancellation is received between fourteen and seven days prior to the date of the ticket cruise the deposit is non-refundable. Full payment will be due on any booking cancelled less than seven days from the date of the ticket cruise.
11. Refunds will not be granted other than under the terms and conditions stated when booking.
12. Any refunds agreed will be made entirely at Livett's Launches Ltd. discretion and without prejudice.
13. Livett's Launches Ltd. reserve the right to charge an administration fee on any refunds agreed.

**Marketing**

14. Whilst Livett's Launches Ltd. try to ensure all information, particularly times and prices, displayed on their web-sites are accurate, errors may occur. If an error in a price is discovered which affects your booking, Livett's Launches Ltd. will try to inform you as soon as possible and give you the option of either reconfirming your purchase at the correct price or cancelling it. If Livett's Launches Ltd. are unable to contact you for any reason, the right is reserved to cancel the booking.
15. Should a client present a miss-priced reservation/ticket at embarkation the right is reserved to withdraw the booking, cancel it and refuse boarding. Cancellation under these circumstances will entitle you to a full refund.
16. Livett's Launches Ltd. do not accept liability for any loss resulting from our failure to provide an advertised service, or where delay occurs to those services, for any reason.
17. All prices are subject to change without notification.

**Safety & Service**

18. No food or beverages may be brought on to any ticket cruise, unless by prior written agreement from a Director of Livett's Launches Ltd.
19. The embarkation time and disembarkation time are not guaranteed by Livett's Launches Ltd., who will use their reasonable endeavors to comply therewith.

Safety & Service cont.

20. Livett's Launches Ltd. reserves the right to substitute another vessel and, if necessary, for reasons beyond its control, to cancel the booking, but Livett's Launches Ltd. will not in such circumstances be liable for any expenses incurred by the client.
21. The client agrees to reimburse Livett's Launches Ltd. for any additional expense for cleaning or repairs as a result of the use or misuse of the vessel by the client or their guest, reservation or ticket holder, during or after the cruise.
22. No liability will attach to Livett's Launches Ltd. in respect of any loss or damage to the client or anything brought onto the vessel by any such person, save loss or damage due to the negligence of Livett's Launches Ltd. Livett's Launches Ltd. carries a £50 million third party liability cover.
23. The Client will be responsible for all loss or damage to property upon or brought onto the vessel and for any injury to any person or thing caused or in consequence of any act or omission on the part of the client, its agents or servants, and/or any guest and the client will keep Livett's Launches Ltd. indemnified in respect of any such loss, damage or injury.
24. No animal or birds may be brought upon the vessel without the written permission from a Director of Livett's Launches Ltd.
25. If the Client has any comments during the cruise the Captain or Function Manager will be happy to discuss these at any time. Any complaints must be notified to either the Captain and/or Function Manager at the time of the ticket cruise and then re-stated in writing to the Office no later than 3 days after the date of the ticket cruise. Failure to comply with this request will indemnify Livett's Launches Ltd. and the Operator from the payment of any compensation.
26. During the ticket cruise, the vessel will remain under complete control of the Captain and/or crew as provided by Livett's Launches Ltd. If for weather, tide or other reasons the Captain considers it necessary to vary the scheduled trip, his decision will be final. The Captain will endeavor to bring the vessel alongside 15 minutes before the times stated on the booking form to facilitate the embarkation and disembarkation but Condition 19 above should be noted.