



Grove Ferry River Trips

PG Pleasure Boats Ltd t/a Grover Ferry River Trips ~ Terms & Conditions

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Ver 12 - Jan 2024

1. Bookings can be made for any number up to 12 on scheduled trips.
2. Bookings cannot be made online for today - contact the skipper (details on home page) by phone.
3. Bookings can be made for exclusive use of the boat or to join others on scheduled trips.
4. The Grove Ferry Inn cannot advise on the trips or take bookings on our behalf.
5. Children (under16) and vulnerable adults MUST be accompanied by a responsible adult (16+).
6. Charges for Scheduled trips. Exclusive trips. Special trips and wildlife Experiences are shown on the front page of the website
7. When using online booking we will take full payment for the trip by card.
8. If any person in the party has a disability please add a note during the booking process.
9. Change or Cancellation of any Trip or Experience. You can change the date and or time of your booking, or cancel your booking by emailing info@tonbridgerivertrips.co.uk giving 7 days' notice. No refund will be given for less than 7 days' notice or missed departures - except in special circumstances decided on a case-by-case basis by us. In the event that the trip cannot proceed, due to our "service" the fee, will be refunded or held against a revised date.
10. The trip starts and ends from the Decking on the river side of the Grove Ferry Inn access via the ramp, please arrive 5 minutes before departure and wait on the desking by the notice at the top of the ramp.
11. Once the boat and mooring are clear you will be invited down to the boat.
12. During the trip please remain in your seats.
13. Well behaved dogs are welcome and travel free on all *but* the Wildlife Experiences, maximum 1 large dog or 2 small dogs per trip.
14. Grove Ferry River Trips reserves the right to refuse any person(s) without prejudice, explanation, or refund.
15. All water activity carries a risk, we aim to minimise the risk but when you book you are accepting this as your own risk.
16. Grove Ferry River Trips will try to keep to schedules as advertised but be aware that events and conditions can cause this to vary, where and when possible we will attempt to contact you and advise
17. Grove Ferry River Trips reserves the right to alter this information at any time.
