Thames LKE Training will only allow entry on to the vessels to those passengers who are willing to agree to Thames LKE Training Terms and Conditions as set out below

Bookings

1. Bookings can be made on an individual basis or a vessel can be exclusively chartered
2. All Prices are in pounds sterling, Thames LKE Training do not charge VAT or booking fees
3. All passengers prior to boarding the vessel must have paid for their booking in full
4. All passengers must arrive fifteen minutes prior to the scheduled departure time.
5. Failure to arrive fifteen minutes before the scheduled departure time may, at the total discretion of Thames LKE Training’s agents, result in the cancellation of the passengers booking
6. Thames LKE Training are not responsible for factors that may lead to a passenger missing their trip, including; transport delays, weather conditions, parking issues and illness, and no refunds or reschedules will be offered
7. Thames LKE Training reserve the right, if necessary, to deviate from a vessel's advertised route, or change any time or day of a booking or cancel any booking with or without prior notice to the passenger
8. Thames LKE Training will only refund the cost of any cancelled booking if another trip has not been offered, which is at the discretion of Thames LKE Training, and the cancellation has been made by Thames LKE Training not the passenger
9. All bookings are non-refundable, non-transferable and cannot be re-sold without prior consent of Thames LKE Training.
10. Thames LKE Training reserve the right to alter your booking time or day of the vessel if the minimum passenger numbers for trip has not been reached 24 hours before departure.
11. Passengers requests to change a booking time/date must be a minimum of 5 working days in advance are completely at Thames LKE Training discretion and will be subject to availability
12. Thames LKE Training will not be liable for any expense, loss of time, disappointment, inconvenience, or any other consequential loss suffered by the passenger in the event of a cancellation or postponement of a booking.
13. A valid booking confirmation must be retained at all times and submitted for inspection if required by Thames LKE Training’s agents and/or its agents.
14. Any person attempting to gain admission to the vessel, or being found in the vessel without a valid booking confirmation, may be removed from the vessel and the pier.
15. If Thames LKE Training reasonably believes that a booking has been re-sold without prior consent or has been purchased from any individual, company or organisation other than Thames LKE Training, then the booking may be cancelled
16. All children under the age of 16 are not permitted as passengers of Thames LKE Training.

Medical Conditions

1. Thames LKE Training do not allow pregnant women or people with existing back complaints/ heart complaints to travel on our boats due to safety reasons.
2. Passengers must advise Thames LKE Training before booking of any medical conditions or disabilities that the passenger(s) are suffering from or have ever suffered from prior to booking, particularly, dizzy spells, epilepsy, back/bone conditions and diabetes (this is not an exhaustive list).
3. Thames LKE Training will not accept any liability for personal injury, or injury to others and passengers participate entirely at their own risk.

Complaints procedure and terms

1. If the vessel has to return to the pier due to passenger illness or passenger anxiety or weather conditions (this is not an exhaustive list) Thames LKE Training has no obligation to provide passengers with a refund or a replacement trip.
2. Replacements trips will only ever be offered at the total discretion of Thames LKE Training.
3. Any passenger complaints should be made in writing within fourteen days of the complaint and addressed to either Tanya Houston of Thames LKE Training, 89 New Hythe Lane, Larkfield, Aylesford, Kent, ME20 6PP.
4. Other than liability for death or personal injury resulting from Thames LKE Training's negligence, Thames LKE Training and/or its agents and/or its agents shall not be liable for any loss or damage, direct or indirect, howsoever arising, including without limitation any distress, inconvenience or anxiety caused during the course of any trip undertaken and/or during evacuation from the vessel in the event of breakdown or accident.
5. Thames LKE Training cannot be held responsible for the weather conditions during your trip.
6. Thames LKE Training cannot be held responsible if the trip is cancelled, postponed, delayed or reduced in length or time due to the instructions or advice from a third party such as The Maritime Costal Agency, Port of London Authority, Emergency Services (this is not an exhaustive list). Refunds or replacement trips will only be offered at the absolute discretion of Thames LKE Training.

Use of media recording equipment

1. Thames LKE Training’s agents reserve the right to use their own photographic equipment and/or video recordings and/or other monitoring equipment on or in the vicinity of the vessel which may feature passengers for advertising or promotional materials. Ownership of any intellectual property rights to the photographs and/or video recordings vests in Thames LKE Training absolutely.
2. Thames LKE Training allow passengers to take their own photographs and video recordings and Thames LKE Training accepts no responsibility if any photographic or video recording equipment is lost or damaged during the trip.
3. Thames LKE Training, and/or its agents and/or its agents will not use passenger's photographic or video recording equipment.

Clothing & Personal Belongings

1. Passengers should come prepared with suitable clothing that will not be damaged by exposure to water or sunlight.
2. Thames LKE Training and/or its agents allows passengers to bring personal belongings onto the vessel, however Thames LKE Training and/or its agents will accept no responsibility if any personal belongings are damaged or lost at any time whilst on the vessel.
3. All safety equipment and protective clothing issued, remains the property of Thames LKE Training and/or its agents and must be returned at the end of the journey. Any items removed from the boat and pier will be considered stolen and the lead passenger will be required to pay for such items.

Other Terms & Conditions

1. All trips have a maximum number of 12 passengers.
2. Thames LKE Training reserves the right, in its absolute discretion, to refuse entry on to the vessels, any person who:
   1. has been convicted of a criminal offence which, in the opinion of Thames LKE Training, is likely to affect the safety or enjoyment of other passengers.
   2. has behaved in a manner which, in the opinion of Thames LKE Training, has, or is likely to have an affect on the safety or enjoyment of other passengers.
   3. has used threatening, abusive or insulting words or behaviour to other passengers, other members of the public, or Thames LKE Training and/or its agents.
   4. is or appears to be or has been under the influence of alcohol or other controlled substances.
3. Failure to adhere to any instruction issued by Thames LKE Training and/or its agents and/or its agents may lead to the cancellation or postponement of the trip and/or the removal of any passenger failing to adhere to these instructions from the vessel and/or the pier.
4. Thames LKE Training reserves the right to refuse entry onto the vessel if a passenger is in contravention to any of the terms and conditions.
5. Passengers must follow the instructions of Thames LKE Training and/or its agents, with regard to safety of the boat, passengers and crew.
6. All offensive weapons or dangerous articles are strictly prohibited from the vessel and or the pier.
7. Passengers may be requested to have their personal belongings searched by Thames LKE Training.
8. Pets or animals of any nature are strictly prohibited on the vessel and or the pier without the prior permission of Thames LKE Training.
9. Thames LKE Training requires a mobile contact number for the lead passenger when the booking is made.
10. If any passenger deliberately or accidentally manually inflates an automatic life jacket other than when they are expressly instructed to do so by Thames LKE Training and/or its agents then, Thames LKE Training has the right to request a payment and the passenger has an absolute obligation to pay £75.00 for its re-assembly.
11. If any provision of these Terms and Conditions are held to be invalid or unenforceable by any judicial or other competent authority, all other provisions of these Terms and Conditions will remain in full force and effect and will not in any way be impaired. If any provision of these Terms and Conditions are held to be invalid or unenforceable but would be valid or enforceable if some part or parts of these Terms and Conditions were deleted, the term and/or condition in question will apply with the minimum modification necessary to make it valid and enforceable