



Herts and
Middlesex

River Lea Wildlife Cruise - FAQs

Where is the departure point and what time do I need to arrive?

The boat is located at the end of Burgage Lane car park, Ware. SG12 9XD and you should arrive by 4.15pm for a 4.30pm departure. The cruise cannot wait if you are late. Pay and display parking is available in the library car park.

What happens if I cannot make the trip?

Unfortunately there are no refunds once a booking has been made so please be sure you can make the day you select for your trip.

Do passengers need to wear life jackets?

No – there is no need for passengers to wear life jackets. Passengers will remain within the profile of the boat at all times whilst the cruise is in operation.

Are there toilets on board?

Yes - there are toilets on board, one with disabled access. There will be a baby changing mat available if required.

Is there food and drink available to purchase on board?

Yes - the fully licensed bar will be serving hot and cold drinks and bar snacks such as crisps and nuts. You are welcome to bring your own food. Tea and coffee is complimentary on this cruise.

What should I wear?

The boat is fully covered but the windows will be open, for the full experience of seeing and hearing the bats. Wear clothing for outdoors and bring a blanket to keep warm.

Is there access for wheelchairs or mobility impaired passengers?

The boat does have wheelchair access - please notify us if you have any special requirements at the time of booking. Please note there are steps onto the boat.

Can I get off the boat at anytime?

No – whilst the boat is in motion passengers are not allowed to disembark the boat, except in the event of an emergency when the captain and crew will direct passengers accordingly.

Will the cruise still proceed in adverse weather?

Subject to the captain's discretion, which is final, the cruise may not proceed if it is deemed to be unsafe or if heavy rain is forecast. In this event full refunds will be given.

Can I bring buggies on board?

Subject to space buggies may be brought on board, however it is advised to leave these securely on shore.

