



Herts and  
Middlesex

## River Lea Wildlife Cruise - FAQs

**Where is the departure point and what time do I need to turn up?**

The boat is located at the end of Burgage Lane car park, Ware. SG12 9XD and you should arrive by 9.45am for a 10am 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 packed lunch.

**What should I wear?**

The boat is fully covered but the windows will be opened if the weather permits, for the full enjoyment of passengers.

**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. In this unlikely 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.

