

# English Holiday Cruises Boarding Pack



T: 01452 410411

[www.englishholidaycruises.co.uk](http://www.englishholidaycruises.co.uk)



# Important Information about your Cruise Holiday



I am delighted that you will be joining us for a cruise holiday this year. We know from experience that you will enjoy yourselves more if you come prepared, so please read through this boarding pack as soon as possible.

All of it is important but the sections marked ► and highlighted are essential reading before you leave home. Please also check the materials in the back pocket as soon as possible.

The key times for your particular cruise are given in the table below:

Key Times	Boarding From	Boarding Dinner	Departure Sailing	Disembarkation
<b>Unique Weekend</b>	Friday 6.00pm	7.00pm	Saturday 9.00am	Sunday 1.45pm
<b>Historic Canal</b>	Varied Days 6.00pm	7.00pm	Day 2 at 9.00am	Day 4 at 1.45pm
<b>River Heritage</b>	Monday 6.00pm	7.00pm	Tuesday 8.00am	Friday 11.30am
<b>Cruise to the Views</b>	Monday 2.00pm	6.30pm	Monday 3.00pm	Saturday 11.30am
<b>Heart of England</b>	Monday 2.00pm	6.30pm	Monday 3.00pm	Saturday 11.30am
<b>Severn Wonders</b>	Monday 2.00pm	6.30pm	Monday 3.00pm	Sunday 12.00noon

We all look forward to welcoming you aboard, and, if you have any questions in the meantime, please do not hesitate to call on 01452-410411 or email: [sales@englishholidaycruises.co.uk](mailto:sales@englishholidaycruises.co.uk).

*Richard Clements*

Co-Owner

*English Holiday Cruises Ltd*

## Joining Instructions and Car Parking

All cruises board at Alexandra Quay, The Docks, Gloucester, GL1 2LG. Directions and maps are provided at the back of this booklet.

There is no parking at our mooring (sorry!) but you may stop briefly to drop your bags. If you are coming by car, please ensure that you arrive **within one hour of the boarding time**, no earlier. Drive up to the vessel and flag your arrival so we can carry your baggage on board. Use the baggage labels enclosed. We will point you towards the nearby long-term parking and restaurants/ coffee shops at Gloucester Quays, where you can wait in comfort before coming aboard at the boarding times stated opposite.

The walk from the car park back to the vessel is around 350 metres, down lifts or along flat pavement. If any passengers cannot manage this, please drop your bags as close to the boarding time as possible, not during the one hour beforehand. Less mobile passengers can then board while the driver parks the car - it will not take long. Please note our staff are not able to park your car for insurance reasons. If you are travelling by public transport, please drop your bags as close to the boarding time as possible. Passengers taking a holiday extension at the Hatherley Manor Hotel should refer to their separate

joining instructions enclosed.

The emergency phone line for the vessel is 07540-821509. Please call this number if you expect to be late for boarding on our 5-night cruises. For other cruises, please call us only if you expect to arrive after the boarding mealtime. However, please note that this emergency number will not be answered until one hour before the boarding times given opposite. However you may leave a voicemail or send a text at anytime.

We will be very busy preparing the boat for your arrival before the stated boarding times so please do not try to come to the boat earlier. If you do arrive in Gloucester earlier however, please refer to the car parking and local sightseeing suggestions at the end of these notes. Also, you may like to spend time in one of the many restaurants close to the vessel at Gloucester Quays. Use the Gloucester Quays car park (but note you will have to pay to exit this car park and bring your bags to our mooring before re-entering it to park up during your cruise holiday).



## Passenger Safety & First Aid

We try to minimise the inevitable risks involved in cruising but we need your cooperation. Please listen carefully to the Captain's safety briefing at the start of your holiday and read the guidance provided in your cabins.

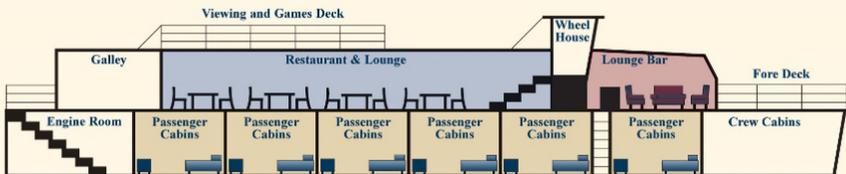
The crew will respond to night-time emergencies. At least one of them will have basic First Aid training. The emergency services can reach us quickly if we are moored up but they may take up to 2 hours if we are sailing in remote areas. There is a First Aid kit on board but please bring special personal medications with

you. Special medical equipment may be accommodated in the cabins (eg for sleep apnoea) but please call us in advance on 01452-410411.

**Please note that we cannot accommodate passengers who may be especially frail, incontinent or acutely unwell.**

All inboard areas are non-smoking. You may only smoke on the stern deck. After use, cigarettes must be extinguished and placed in the ash bin.

### Deck Arrangement



## Vessel Layout & Accessibility

Access to the main deck from the quayside is via a gangplank with rope-rails each side. It is not particularly steep, except at some moorings on the canal, where the crew can assist if necessary. Staircases serving the cabins and top deck comprise around 12 steps, mostly with hand rails on each side. There is no public toilet on board so passengers use the toilets in their own cabins.

**We are happy for you to bring a folding wheelchair or walking aid but please check with us beforehand because we do have space limitations. Our cruises are not suitable for anyone who is totally wheelchair bound or cannot manage stairs. If in doubt, please call us on 01452-410411**

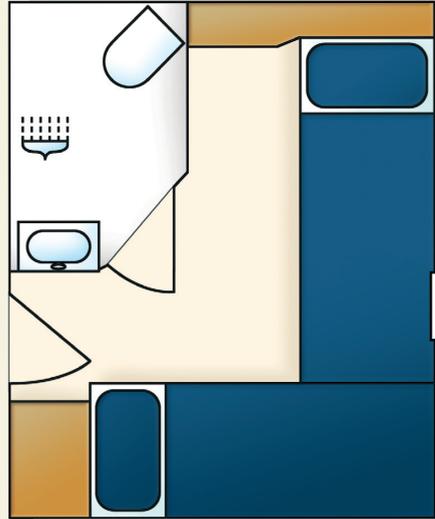
## Cabin Facilities

We provide towels, shower gel, soap and a hairdryer. Each cabin has a shaving point and regular UK 240V three pin socket which is adequate for small domestic appliances up to 1KW of power, such as our hairdryer. Kettles and travel irons cannot be used.

The en-suite toilets are not domestic toilets. Please do not put ANYTHING down them except the paper provided or they will get blocked up. Wet wipes WILL clog up the system, so please do not dispose of them in the toilet. A bin is provided for sanitary items, wet wipes, cotton wool, etc.

All cabins have air conditioning which can be switched on or off in the cabins. The thermostat is pre-set to an optimum level but if you wish

to change it please ask the crew. A separate system provides constant fresh air and is not affected by the air conditioning switch. The windows in the cabins do not open for safety reasons.



## Clothing

Wardrobe facilities offer space enough for about 10 items so do bear this in mind when you pack. There is plenty of space under the beds for one suitcase each. Please try to keep the weight of each bag under 20kg so that our crew can carry them for you!

The cruises are very relaxed and there is no need to dress formally at any time. However, some passengers enjoy

dress up a little in the evenings. Other clothing suggestions would be a warm waterproof jacket, non-slip shoes for the decks and warm waterproof shoes for the towpaths along the Canal, which can be muddy when wet.

## Meals and Drinks

Mealtimes are normally 8.30am, 12.30pm and 6.30pm. Breakfast consists of served cereals, juice, fruit, coffee/tea, and toast plus a different cooked dish each day; lunch is a 2-course set meal; and dinner is a 4-course set meal including a cheeseboard, with tea/coffee served to table. A continental breakfast is served on the last morning of our 2-and 3-night cruises.

Tea, coffee and chilled water is available free of charge by self-service in the main deck saloon at most times of the

day. We provide a flask of fresh drinking water in each cabin because the cabin tap water is not suitable for drinking. There are no tea making facilities in the cabins for safety reasons.

We offer free house wines or selected soft drinks during dinner but at other times, please buy drinks at our bar. As in any hotel, only the drinks we offer may be consumed in public areas. We prefer payment in cash but a bar tab may be paid by card on a daily basis.

## Dietary Requirements

Your final invoice enclosed shows the special dietary requirements or strong food dislikes you may have told us about. If they are incorrect or deficient, please call us on 01452-410411 now so we can buy the right stocks for you. Please understand that we cannot cater for specific



diets or preferences if we are not told about them at least 2 weeks before your cruise!

## Electronic Communications

We now have WiFi on board, so do bring your tablets. The Mobile signal in your cabin and some stretches of the river can be very weak. In an emergency, your friends or family may contact you via the vessel 'phone number 07540-821509. Please use your mobile 'phone away from other passengers (preferably outside, weather permitting) and speak quietly.

There is no public TV on board, partly because reception on the waterway is patchy but also because passengers over the years have voted not to be disturbed by one! For the same reasons, please do not bring radios on board. Our library stocks games, puzzles, novels, wildlife and destination books.

## Destinations and Guided Tours

We provide a Guided Tour of the key attraction at every destination. All guided tours start close to our moorings or where they don't we provide transport. The guided tours themselves are no more difficult to access than our vessel except for Berkeley Castle, where the 24 entry steps are awkward. More information on the accessibility of our tours will be available during your cruise. We

supply leaflets to help you find your way to local places of interest and we also provide a simple map of the waterway.

Detailed souvenir maps and local interest books are available for purchase at the bar.



## Gratuities

We do not include gratuities in the price of your cruise so they are entirely at your discretion. The crew will greatly appreciate any special recognition of their hard work. An envelope for this purpose will be found in your cabin towards the end of your cruise and

it can be posted in a box in the main saloon. For guidance, we have found that the amount passengers choose to leave is from £5 to £10 per night. We ensure that all these gratuities are pooled and shared equally amongst the Captain and crew.

## Complaints

If anything upsets you or spoils the enjoyment of your holiday with us, please let us know as and when it happens so we may deal with it promptly. It saddens us when

passengers keep complaints to themselves until after they leave us, when we can't do anything to resolve their issue.

## Further Information

If you have any further questions before the cruise, please feel free to call the office on 01452 410411, email: [sales@englishholidaycruises.co.uk](mailto:sales@englishholidaycruises.co.uk)

or visit our website:

[www.englishholidaycruises.co.uk](http://www.englishholidaycruises.co.uk)

The FAQ (Frequently Asked Questions) section under 'Help' is extensive.

## Early Arrivals: What to do in Gloucester

### Car parking

There are many pay and display car parks around the city with reasonable charges starting at £1.30 for one hour. Refer to our map in the back pocket of this guide. If you use the multi-storey car park at Gloucester Quays nearby our mooring, you will have to pay to exit this car park and bring your bags to our mooring.



a small donation and there is also a coffee shop. As you leave, ask to be directed to the nearby Beatrix Potter 'Tailor of Gloucester' shop. If you have some more time, drop into the newly-renovated Gloucester Folk Museum on Westgate Street half-way back towards your car. That's also a fascinating place, with another pleasant coffee shop.

### Two or three hours to spare

Explore the Historic Docks. Park at the Southgate Street/Historic Docks car park. As you look at the warehouses, walk to the right to visit the Soldiers Museum, home to the 'Glorious Glosters' and recently refurbished. Walk straight ahead to the Mariners' Chapel. Or walk to the left for the Waterways Museum, Quays shops, Antiques Centre and restaurant precinct.

### One or two hours to spare

Visit the Cathedral – it's magnificent! In the 'Directions from the North' opposite at Point 5, do not get into right hand lane but instead proceed straight ahead and take the 2nd exit from the next roundabout into the Westgate Car Park. Walk up Westgate Street and turn left at College lane. The Cathedral offers guided tours for

### Four or more hours to spare

Combine the suggestions above and wrap them around lunch at one of the restaurants in Gloucester Quays.

### Key contacts and websites:

English Holiday Cruises: 01452-410411 & [www.englishholidaycruises.co.uk](http://www.englishholidaycruises.co.uk)

Associated Taxis: Freephone 0800 262048 or payphone 01452-311700

Gloucester Tourism: 01452-396572 & [www.thecityofgloucester.co.uk](http://www.thecityofgloucester.co.uk)

Gloucester Cathedral: 01452-528095 & [www.gloucestercathedral.org.uk](http://www.gloucestercathedral.org.uk)

Waterways Museum: 01452-318200 & [www.canalrivertrust.org.uk](http://www.canalrivertrust.org.uk)

Soldiers of Gloucester Museum: 01452-522682 & [www.glostern.org.uk](http://www.glostern.org.uk)

Gloucester Quays: 01452-338933 & [www.gloucesterquays.co.uk](http://www.gloucesterquays.co.uk)

## Directions to Edward Elgar Boarding Point

The boarding point for the Edward Elgar is Alexandra Quay, Gloucester Docks, GL1 2LG. Please use our directions below, they avoid the many difficult spots of the city. Also, ignore the 'Brown' signs to the 'Historic Docks'. Whilst some coincide with our route, others take you to the wrong side of the docks and tempt you to cross the

lift bridge on Llanthony Road, which is closed to cars. You will be fined if you cross it. If you get lost, follow signs for UWE Gloucester, which is right next to our mooring. 'Commodore' and 'Admiral' passengers have further directions in their additional information enclosed.

### Driving from the North

1. Leave the M5 at Junction 11 & take the 3rd exit from the roundabout SP (signpost) A40 Gloucester. (You are now just 15 mins from our mooring)
2. At next roundabout take 4th exit SP A40, Gloucester Quays, Cathedral & Forest of Dean.
3. At next roundabout take 2nd exit SP A40 Forest of Dean etc (do NOT turn left – SP Historic Docks etc)
4. At next roundabout take 1st exit SP Gloucester, A417, etc
5. Get into right hand lane - small SP Gloucester Quays.
6. At next lights turn right SP Bristol, Stroud/, A38, M5 South (do NOT go straight - SP Historic Docks)
7. At next lights turn left SP UWE Gloucester into Llanthony Rd.
8. On Llanthony Rd do not turn first left into Severn Road. Drive up to the lift bridge and turn left just before it. Our vessel is along the Quay to the right

### Driving from the East

1. Leave the M4 at Junction 15 (Swindon) and follow SP (signpost) A419 Cirencester, then A417 to Gloucester.
2. At end of the long dual carriageway, take the second exit from roundabout, still SP A417 Gloucester
3. At next roundabout, beside Air Balloon pub, take 1st exit
4. At next roundabout take the 2nd exit SP City Centre/ A38/ Historic Docks
5. At next roundabout take the 3rd exit SP A40, Forest of Dean, etc. (Do NOT go straight on to City Centre/Gloucester Quays).
6. At next roundabout take the 2nd exit SP A40, Forest of Dean, etc. (You are now just 10 mins from our mooring)
7. At next roundabout take 2nd exit SP A40 Forest of Dean etc (do NOT turn left – SP Historic Docks etc)

8. At next roundabout take 1st exit SP Gloucester, A417, etc
9. Get into right hand lane - small SP Gloucester Quays.
10. At next lights turn right SP Bristol, Stroud/, A38, M5 South (do NOT go straight - SP Historic Docks)
11. At next lights turn left SP UWE Gloucester into Llanthony Rd.
12. On Llanthony Rd do not turn first left into Severn Road. Drive up to the lift bridge and turn left just before it. Our vessel is along the Quay to the right

### **Driving from the South**

Leave the M5 at Junction 11A, take 1st exit from 1st Roundabout and then follow the route 'From the East' starting at point 5.

### **Driving from the West**

1. From Ross/A40. At the 'Over Roundabout' approaching Gloucester turn right SP (signpost) Gloucester A417. (Only 5 mins to our mooring from here).
2. Get into right hand lane - small SP Gloucester Quays.
3. At next lights turn right SP Bristol, Stroud/, A38, M5 South (do NOT go straight - SP Historic Docks)
4. At next lights turn left SP UWE Gloucester into Llanthony Rd.
5. On Llanthony Rd do not turn first left into Severn Road. Drive up to the lift bridge and turn left just before it. Our vessel is along the Quay to the right

### **Arrivals by Train and Coach**

The walk to the vessel in the historic docks from both the train and the coach stations will take 15 minutes but we recommend you take a taxi – it is normally the minimum fare. Direct the driver to the Edward Elgar Hotel Boat on Alexandra Quay, or UWE Gloucester.



- Information for 'Commodore' and 'Admiral' passengers
- Maps of Gloucester and our mooring neighbourhood
- Luggage labels – please use these on your bags.
- Your final invoice – please check this is correct and complete
- Insurance leaflet – in case you still need to take out insurance



## **English Holiday Cruises Ltd**

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