



Important *Information*

Hello! It's nearly time for your cruise, and we have the pleasure of sending you some extra information to make the start of your trip as simple as possible. Please help us to help you by reading this document all the way through, and we will have you onboard in no time!

Cabin Information

- Each bed has two pillows as well as a duvet. Extra blankets are under one of the beds. There is a 25cm high space under the other bed with a large space for suitcases.
- Towels, soap, shampoo, a shower cap and a hairdryer are provided. There is a hanging space with ten hangers, drawers, and shoe storage.
- 240V socket in your cabin, which works 7 am-10 pm. If you need overnight power for medical devices, you must inform us in advance.
- Please note that our toilets are more sensitive than at home, and wet wipes cannot be flushed. A bin is provided.
- The tap water is unsuitable for drinking or brushing teeth, but fresh water is provided in your cabin.
- All areas are strictly non-smoking other than the smoking area on the foredeck.

Special Requirements and Accessibility

We must know in advance about your special requirements. If they are not on your invoice, we do not have a record of them, so check it now and contact us if necessary. We must know in advance:

- If you will be bringing any mobility aids other than walking sticks. Please note that the crew may not be available to assist with getting devices on and off the boat at all times. Mobility scooters are available to hire at Slimbridge WWT only. You will be required to undertake mobility scooter hire training and sign accompanying paperwork as well as pay a refundable £25 deposit by debit/credit card at Slimbridge WWT.
- Any special dietary requirements.
- Any disabilities requiring extra assistance in an emergency evacuation, such as severe deafness or loss of sight. A complete access guidance document is available by request.
- Special occasions like birthdays and anniversaries if you want us to make a fuss of you!

What to Pack

- The atmosphere is friendly and informal on board. You do not need to have anything special to wear for dinner. Some passengers do choose to wear slightly smarter attire in the evenings.
- Bring clothing and shoes suitable for the English weather - good and bad! We do have one umbrella per cabin available to borrow onboard. Make sure to bring hats, sun cream, and a waterproof layer.
- Cameras, phones, tablets and relevant chargers. The socket in your room has a USB point.

FAQ

- Is there WiFi on board? Yes, you will get complimentary WiFi on board. Availability is dependent on the 4G signal for the boat's location. The WiFi is suitable for email and social media. Video streaming is not usually possible.
- Is there a TV onboard? No, there is no TV for passengers on board the boat.
- Are newspapers provided? We are often moored some way from a shop so we can't provide them. There will usually be a chance to get a paper during one of the daily excursions.

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FAQ - Continued

- What happens with gratuities? You can leave an optional gratuity at the end of the cruise. As a guide, we find passengers leave between £10-£20 per cabin per night.
- Can I run a tab and pay by card? Yes. Although house-pour drinks are included, premium drinks and souvenirs are not, and you can add these to your cabin tab. At the end of the cruise, you will be asked to pay and checkout in the Boathouse before departure when you give in your keys. Unfortunately, we cannot process gratuities or offer cash back via card payment.
- What if something goes wrong or there is a problem? If you have any complaints, please bring them to the attention of one of the crew as soon as possible to give us a chance to try and fix the problem.
- When are meals served? This varies sometimes, but generally, we serve breakfast from 8:30, lunch from 12:30 and an evening meal at 18:30.
- Is there sailing or noise overnight? No. We do not cruise at night. We switch off generators and run on silent battery power between 10 pm and 7 am.
- Can I contact the Crew? If you can't get through to the office on 01452 410411 and are due to the board within 24 hours, then the crew can be contacted on 07540 821509.

Arrival Information



Hatherley Manor Hotel Information (Plus Package Passengers).

Down Hatherley Lane, Gloucester GL2 9QA Tel: 01452 730217. Check in from 3pm, Check out by 11am. An English Holiday Cruises representative will be at the hotel from around 11am on departure morning to provide luggage tags and answer any last-minute questions.

Address For Our Moorings (Boat Departure Point and Cruise Parking)

"The Boathouse" 326 Bristol Road, Gloucester GL2 5DH. Tel: 01452 410411. Please ensure to use the right postcode - Gloucester has two Bristol Roads!

We are between ProTyre and Enterprise Car Hire on Bristol Road. The bridge next to the property is for foot traffic only.

 Join us in our commitment to sustainability by opting for public transport or car sharing when traveling to us where possible 

Arrival Times: 11.30-12.00 for 5 & 6-night cruises and 14.00-15.00 pm for 3-night cruises. We will call you the week before your cruise to go through our pre cruise call with you and you will be allocated an arrival time. Please note, if you drive an electric or hybrid vehicle you will be allocated a later time slot due to these vehicle types needing to be at the back of the parking area.

- **PLEASE NOTE:** Access to the Boathouse is from the above times and **NO EARLIER**. If you arrive early, we recommend going to Costa Coffee at the end of the road (marked on the map).
- Parking is on-site at the Boathouse in a secure warehouse that is covered, locked and monitored by CCTV.
- Please turn into Empire way, make a U-turn somewhere safe and then cross the junction on the green light straight into our driveway, as shown below. The property is right on a traffic light-controlled junction and can be difficult to turn directly into from Bristol Road.
- Once you have parked, please unload your luggage, and we will label it and take it to your cabin for you. You can then go to the Boathouse Reception area for drinks and check-in.
- Once you have checked in you can use the Boathouse until the boat is ready for boarding.
- For 5 & 6 night cruises, there is a pre-boarding lunch in the Boathouse.
- Safety briefings and crew introductions will be given in the Boathouse before boarding.

Plus Package only arriving by public transport :

A taxi will collect you from Hatherley Manor at 11.15 for 6 night cruises and for themed cruises and bring you to MV Edward Elgar

Map

