



W4 Canal Boat Hire “A family run company”

Welcome aboard “Astarte”



“Cruise Away On Astarte”

Thank you for booking our Narrowboat for your canal holiday. We hope that you and your crew will be pleased with “Astarte” and will enjoy a relaxing holiday.

Please take great care of our lovely family boat and treat her with respect at all times. This boat is a complicated vessel weighing more than 16 tonnes and must be navigated with extreme caution. On a boat of this size even a small knock can do a lot of damage to other boats and equipment. If in doubt go SLOW and please take the time to read this guide completely before you set off.

“OUR BOAT IS A NO SMOKING BOAT INSIDE AND OUT FOR COMFORT AND SAFETY”

Before you start your holiday we will show you the operation of the boat, how to use a lock and a small tour up the canal, if you need more time we will happily take longer to show you.

Please note even if you have used a narrowboat or any other boat before, this trip is compulsory and will be shown regardless, please do not take offence by this if you are experienced but by nature every boat is different.

When you booked with us we would have sent this hand over pack, via email, our terms and conditions and the canal handbook. You can also visit our download section on the website to get all information required. A DVD of the handbook is included on-board which you can watch on the tv/dvd player, if required you can also download a copy from the canal and river trust website. Please leave everything in this folder when you go for the next family.

When you sign for the boat you are stating you understand and agree with everything in this pack, you have read the canal handbook that was supplied before the holiday and you understand the rules on the canal – failure to sign the acceptance will mean you cannot take possession of the Boat. Signing on the day of hire is date and time stamped and required for our insurance terms and conditions.



W4 Canal Boat Hire “A family run company”

Table of contents.

Welcome	1
Contents	2
Steering and Cruising	3
Locks operation and safety	4
Person(s) overboard	5
Engine starting and stopping	5
Mooring guidance	6
Batteries and 12 volt supply	7
240 volt inverter and electrical sockets	7
Central heating, hot and cold Water	8
Gas boiler (lighting and using) – BACK UP ONLY	8
Water pump, toilets and tanks	9
Shower, shower pump	9
Cooker, Fridge freezer	10
Daily maintenance and bilge pumps	10
Air ventilation, Smoke / CO alarms	11
Fire fighting equipment	11
Gas cylinders and storage area	11
If things go wrong (accident, breakdowns, loss or damage)	12
Service calls or Complaints	13
Returning our boat and late or early returns	14
Boat Acceptance Certificate (What you are signing for)	15



W4 Canal Boat Hire “A family run company”

Steering and Cruising.

You will have been assessed as competent by W4 Canal Boat Hire prior to your hire.

However, it's worth reinforcing a few basics:

Keep to the centre of the canal or slightly to the right, moving to the right when an oncoming boat is approaching. You should pass left-side (port) to left-side (port). So on the right (opposite to roads in the UK).

Familiarise yourself with the pivot point of the boat before departure, so you can better estimate when to commence a turn (this is the centre point where the middle rope attaches).

Remember, a short blast of full power during a turn will make the boat turn sharper, without increasing forward speed.

Steering in reverse is almost ineffective. It's often best, when reversing, to give short blasts of forward throttle, with the tiller in the appropriate position, to correct your direction.

If you run aground, the best advice is to try to reverse off of the obstruction, and get the back of your boat into deeper water then use the boat poles to push the front of the boat off. In the case of serious grounding, contact us for advice before considering asking a passing boat to tow you off (unless in an emergency).

Do not attempt to overtake unless the boat in front indicates that he wishes you to do so. Regardless, don't overtake under bridges, on bends, in shallow water, or when passing moored boats. The best place to overtake a slower boat would be at the next lock, talk to them and arrange for you to leave first.

Be courteous to other waterway users. Take your turn at locks, and close gates and paddles unless another boat is approaching or signs direct you otherwise.

The maximum speed on the canal system should be considered to be 4mph. In practice, it'll often be slower than this. You should avoid creating a breaking wash, or going past moored boats and fishermen faster than tick-over, and be conscious that it is possible to dislodge boats poorly moored with excessive speed. Slow down to tick-over when passing moored boats, at least a boat length before you get to them.

To stop, or to slow down quickly, use a burst of reverse until the boat comes to a stop. Note that this may cause the boat to veer off course slightly. Steering ability is significantly reduced when moving forward in neutral, when, for example, slowing gradually. (NO GEAR NO STEER)

WARNING AVOID YOU OR CREW MEMBERS STANDING IN THE ARC OF THE TILLER AS IT CAN THROW YOU OFF THE BOAT. THE SIGN ON THE REAR OF THE BOAT SHOWS THE TILLER ARC. CHILDREN ARE NOT ADVISED TO BE ON THE REAR DRIVING DECK AT ANY TIME AND ARE NOT ALLOWED TO CONTROL THE BOAT UNLESS OVER 18 AND COMPETENT.



W4 Canal Boat Hire “A family run company”

Locks, operation and safety.

You will be shown how to use a lock and the safest way to do so at the handover.

On the approach to a lock you will see the landing area , a platform normally with white mooring markers, this is for lock use only and once completed you must move on as quickly as possible. This location is where you will drop your crew who will operate the lock. The helmsman must stay on board during lock use. He or she should hold the boat using the centre line while the ground crew operate the lock system. We recommend you tie this rope, while waiting to enter the lock as currents while draining can move the boat around. but stay with the boat.

First you must set the lock to your level, if other boats are waiting to go up and down and the water is at their level they have priority over your boat and they can go into the lock while you drain or fill it, if operating locks for other people please make sure they are aware of you and what you are doing.

*Once the lock is at the correct level and the gates have opened and any other boats have moved away you can then untie the centre rope and push off the front of the boat. Move slowly into the lock and over to one side. Inform your ground crew that it is safe to shut the gates and then move the boat so that you are closest to the lower (down river) gates. These will be the ones that point inwards towards you. Throw the centre line up-to your ground crew who will pass it AROUND a white peg and back to the helmsman to hold. **DO NOT TIE ANY KNOTS IN LOCKS.***

Once in the lock you can proceed to either fill it or drain it, Your ground crew should always check if you are ready before operating the controls, especially if you are sharing a lock with another narrowboat.

When draining a lock (moving DOWN river) :-

Make sure the boat is forward as far as possible and when ready the ground crew can fully open the smaller paddles using the windlass as shown during the handover. Do not leave the windlass on the spindles when not using the controls so once open remove the windlass and place it on the floor somewhere nearby. Keep it close as if required you may need it quickly. The helmsman will watch the boat dropping and make sure everything is ok, if anything should go wrong in anyway, the boat not dropping smoothly , the boat near the CILL at the rear etc the helmsman will sound the horn, if the ground crew hear the horn they should stop what they are doing and reverse the process – basically close the small paddle gates. Then find out the best way to resolve the issue like filling the lock back up. If someone has fallen in please see person overboard.

When Filling a lock (moving UP river) :-

*Make sure the boat is back as far as possible to the lower gates and when ready the ground crew can open the smaller paddles using the windlass as shown during the handover. **(only 1/3-1/2 open until the lock water is over the paddle entry points as fast current will enter and make the boat slam into the side walls)** Do not leave the windlass on the spindles when not using the controls so once open remove the windlass and place it on the floor somewhere nearby. Keep it close as if required you may need it quickly. The helmsman will watch the boat rising and make sure everything is ok, if anything should go wrong in anyway, the boat not rising smoothly , the helmsman will sound the horn, if the ground crew hear the horn they should stop what they are doing and reverse the process – basically close the small paddle gates. Then find out the best way to resolve the issue like draining the lock back down. If someone has fallen in please see person overboard.*

So a little reminder :-

- 1) NO KNOTS IN LOCKS**
- 2) SOUND HORN IF ANY PROBLEMS**
- 3) STAY NEAR THE LOWER GATES AT ALL TIMES SO AWAY FROM THE CILL**
- 4) FILL A LOCK SLOWLY**
- 5) DO NOT LEAVE THE WINDLASS ON THE SPINDLES**
- 6) MAKE SURE THE MECHANICAL SPINDLES ARE CLICKING AS YOU TURN (RATCHET NOISE) SO SAFETY CATCH IS ENGAGED**
- 7) IF THE GATE SLAMS DOWN AND THE WINDLASS SPINS LEAVE IT – DO NOT ATTEMPT TO GRAB IT IT WILL HURT !!**
- 8) LISTEN TO THE HELMSMAN AT ALL TIMES AND FOR THE HORN AND FOLLOW DIRECTIONS.**
- 9) TAKE YOUR TIME – DO NOT RUSH – SAFETY FIRST !!**



W4 Canal Boat Hire “A family run company”

Person(s) Overboard.

If anyone should fall overboard, immediately put the engine into neutral (DO NOT TURN OFF YOU MAY NEED TO MOVE). Talk to the casualty, and if possible, instruct him to stand up and walk to the bank. If needed throw the life ring supplied on the roof the rear or the boat. Never attempt to recover the person onto the boat unless there are no alternatives, and only then, do so at the rear of the boat WITH THE ENGINE IN NEUTRAL.

If in a lock the helmsman should sound the horn and the ground crew should close the small paddles if they have them open to stop water coming in or out of the lock, the boat should then and ONLY then be secured out of the way, the safest place for someone to go to in a lock is the rear corner near the lock gate, or attempt to get to one of the ladders to get out once the boat is secure.

Ensure anyone who does fall in showers as soon as possible, and keep them warm. Advise them to visit their doctor if they exhibit any flu-like symptoms in the following 3-4 weeks, and to tell their doctor they have been exposed to canal water, due to the risks of Weil's disease.

DO NOT ATTEMPT TO REVERSE TO THE PERSON NO MATTER WHAT AND IF YOU'RE NOT A STRONG SWIMMER DO NOT ATTEMPT TO JUMP IN AND RECOVER THEM. THIS WILL PUT 2 PEOPLE IN DANGER. DO NOT ATTEMPT TO GET BACK ONTO THE BOAT ALWAYS GO TO THE BANK AND THEN GET OUT AS THE BOAT CAN GO OVER THE TOP OF A PERSON IN THE WATER AND CAUSE MAJOR INJURIES. ALWAYS TRY AND STAND UP FIRST AS MOST SECTIONS ARE SHALLOW.

Engine Starting and Stopping.

Starting the engine – observe temperature gauge then ...

Cold start – With the throttle control lever upright in neutral, turn and hold the ignition key on the preheat position (3 o'clock) for 10 seconds (Normal diesel preheat operation). then turn the key fully clockwise to start the engine.

Warm start – with control lever upright in neutral turn the key to start.

Please note once running all red lights should go out buzzer should not sound and the green light should remain on. – key needs to stay in position 1 – failure to follow the above starting and running will cause the batteries to go flat or not charge and you may be stuck.

Stopping engine – This is not done by turning the key, instead you need to push and hold the stop button and this will cut out the engine, once the rev counter has dropped to 0 you can turn off the key.

Please note unless you are leaving the boat and going out, there is no need to turn off the engine. It is best to leave the engine running and the key on, you can leave engine running at locks and services, remember it isn't just an engine for driving it heats the boat the hot water and runs ALL power. Always start the engine before undoing any mooring ropes, if this is outside of the 8pm-8am no engine running rule please leave as quickly and as quietly as possible so as not to disturb other boaters and houses.

If any alarm sounds while you are driving please pull over and stop immediately and then if the warning light is on the higher 2 lights (oil and water) please shut down the engine, if the lower lights are on only (battery charging) do not shut down the engine, or you will not be able to start.

If you are in doubt of what the alarm is then please shut off the engine as the best option to prevent damage. Then call – 07748 511589 and report the fault.



W4 Canal Boat Hire “A family run company”

Mooring guidance.

When temporary mooring (known as landing) to use locks and bridges, you only need to use the centre rope, keep this as level to the centre of the boat and tight as possible and this will hold the boat in one place, you can either hold it yourself this way or tie it off. During the handover we will show you some easy knots to use and how to moor up.

When mooring for a longer period of time like stopping for lunch and overnight it is important to moor up correctly so as not to risk the boat moving. As you approach any mooring location there should be one member of the ground crew at the front of the boat to guide the helmsman and letting them know if it is too shallow or how close they are to the bank as seeing the front of the boat is not easy from the back.

Once you have almost come to a stop a member of ground crew should get off the front of the boat with the 3 mooring spikes and hammer, unless you are mooring on a visitor areas which may have supplied loops on the ground.

The helmsman should then throw the centre line to the ground crew, they will then pull the boat in and tie off the centre rope first, using a suitable knot (this rope does not need to go back to the boat, it should be the first rope on and last rope off and should be as close to the centre point of the boat as possible so it will now hold the boat in place.

The front a rear lines can then be tied at a 45 degree angle outwards from the boat. when doing these ropes you go through the eye loops (or round the post) and return to the boat. The rope is then put around the “T” shaped cleat in a figure of eight motion, then round 2-3 times and pull tight (this will be shown to you). The rear rope should be swapped to the correct side first to avoid going over the tiller arm bearing.

When leaving the mooring always start the engine first then undo the front and rear ropes first and return the mooring gear to the storage cupboard. Then under the middle line, return the centre rope to the helmsman and prepare to set off, returning all mooring gear to the storage area.

When setting off the best way to leave a normal depth mooring is to push the front out as the ground crew get on and then drive off forwards, if shallow then the best way is to push off the rear and reverse into the middle of the canal, when doing this the front will go inwards to the bank, so once in the middle another member of the crew can use a barge pole at the front for a push off and then you can drive off. (note this is the best way for if you run aground).

As a reminder, you shouldn't moor in the following places:

- Under bridges
- Across weirs
- In locks or on lock moorings (marked as white pegs)
- On water points or facilities moorings (marked as white pegs)
- Any white pegs as these are for locks and services only.
- In winding holes
- On corners
- Anywhere other than the tow-path side, unless signs indicate you can.

When mooring overnight, secure boat, lock doors, put away deck tools like hammer and windlass and ensure windows on the tow-path side are closed, or locked in the vent open position. If you moor using mooring pins, ensure that these are driven in using a mallet at an angle of 45 degrees. Pins and ropes should not obstruct the tow path. We will show you how to moor after we have done the cruising and lock safety demonstration.



W4 Canal Boat Hire “A family run company”

Batteries and 12 volt supply.

*Please note that the batteries, like a car, are limited use and need to be recharged, the more they are used the more they need charging, the boat will charge itself while cruising and a minimum of 3 hours is recommended to keep this power up, the voltage meter shows the power in the batteries (**battery gauge is at the top left of control panel and switch is next to this – turn off after checking**). If you don't want to cruise that is not a problem, but still run the engine for a minimum of 3 hours to top up your power. If going out for the day we recommend running while getting ready in the morning and again on your return (**but remember the 8-8 engine off rule**).*

If batteries go flat you will not have heating once engine is off – all engines must be off from 8pm to 8am unless you are moving, this is the rules on the canal and rivers throughout the UK to prevent noise pollution. Should your 12 volt supply go flat, you will still be able to start the engine as the start battery system is independent.

To conserve power we recommend:-

- 1) Turn off lights if not being used.*
- 2) Never leave lights on overnight, always check front spot lights are off.*
- 3) Always keep fridge setting as it was – if too high it will drain the battery and just makes ice.*
- 4) Always run the engine for 3 hours per day.*
- 5) Switch off water pump if you are out of water. If the tank runs dry it may air lock.*

240 volt inverter and electrical sockets.

*The boat is fitted with a 240 volt inverter that runs off the leisure system, the voltage can be seen on the display panel by switching the left hand switch (**turn off after**), low storage voltage will mean no 240 power and possibly loss of heating and lighting so above applies to charging. The inverter on and reset will be shown to you, we leave the 240 volt switch on at all times or appliances in the boat will not work.*

This unit is designed to run one appliance at a time and if overloaded it will trip out the breaker next to the inverter which you will be shown on the day how to reset. It is inside the door at the rear of the boat below the control panel, it is the same as a households RCD / MCB switch and can be reset by switching back on.

Engine must not be run from 8pm to 8am on any UK rivers and canals. If you happen to run out of power, we are unable to make a visit or offer compensation, unless the issue is due to a fault with the boat or it's equipment. We always do our best if a technical problem should occur.



W4 Canal Boat Hire “A family run company”

Central Heating, Hot and Cold Water.

This boat is designed to run the central heating and hot water system off the engine first and because of this during colder days it is best to cruise with all doors and windows closed, including the rear driving doors. If the boat isn't heating up enough it is normally due to people letting too much heat out.

*The best setting for the heating system is with the thermostat as already setup. This will; give a higher temperature during the day and at 22:00 will turn down to approx. 16c for your comfort while sleeping. If you want to turn it up or down then you can just press the up and down right hand buttons, please do not alter the pre-set settings or this could result in faults occurring with the system. You can also isolate each radiator by the thermostatic valve on the side of the radiator (like most houses have) apart from the bathroom radiator as this needs to **ALWAYS** stay on if heating is on.*

*Should it be colder and the engine can't be run the system will automatically switch over to a Diesel Water boiler, if for some reason this doesn't appear to be working you will need to contact us, the boat also has a GAS boiler backup – see gas boiler section to use this (only as a backup), **do not use both systems together or damage will occur.***

The Diesel boiler exhaust pipe comes out just under the gas bottle storage cupboard on the starboard (right) side of the boat, sometimes a small bit of smoke can be seen, this is normally only when the engine is off or just been turned on or off as the boiler will run on for a short time after.

If you need to use the gas boiler backup you will need to switch the override switch next to the boiler controls before lighting boiler this will operate valve and pump. See boiler section on how to light pilot and best boiler settings. You must contact Russell – 07748 511589 before attempting to use the gas boiler backup and he will discuss how to operate this if required.

Gas boiler (lighting and using) – **BACK UP ONLY CONTACT US FIRST.**

Please note – this boiler has not been required for a long time as the diesel boiler system is highly reliable. If you do need to use this system please contact Russell first – 07748 511589.

To light the backup boiler follow these steps.

- 1) Turn on the switch to the right of the boiler mounted in the cupboard this should turn on a valve and a pump
- 2) Set the boiler temperature stat to “4” – should be set ready
- 3) Press the red button on the right (avoid pressing white at same time)
- 4) While holding down the red button keep pressing the lighter button on the left until the pilot is lit in the little window. This can take some time to light as the gas pipework may have air in the system.
- 5) Keep holding the right hand button for approx. 20-30 seconds.
- 6) Release all buttons and the burner should light on full – if pilot goes out then redo from step 3.

To turn off backup boiler press the white button on the boiler and turn the power switch, for the pump, to the right of the boiler back off. You will need to then turn the boiler on and off each night.



W4 Canal Boat Hire “A family run company”

Water pump, toilets and tanks.

The pump will only run if a tap is open and for a short time after closing, so if you hear the pump running check the taps and toilets, if the system is left to run on your water will run out and the toilet tank will fill up rapidly.

You will need to fill water on your journey and you will be shown how. This should only be done with the water hose supplied at points along the canal marked for drinking water, the level can be checked using the gauge near the radio at the front of the boat. All water on the boat is drinking water and is filtered. Please make sure you run the hose for approx. 1 min onto ground or into canal before putting into the water tank, also try to avoid this hose ever going in the canal water.

When filling the water tank, the gauge is not required the water will overflow out the port (left) and starboard (right) sides of the boat at the front approx half way along the outside are of the boat, then you are FULL.

TOILETS ARE FOR TOILET TISSUE AND HUMAN WASTE ONLY, PUTTING WIPES, SANITARY ITEMS, DOG POO OR NAPPIES ETC. DOWN THEM WILL BLOCK THEM AND YOUR DEPOSIT WILL BE WITHHELD TO REPAIR THEM.

If your toilet tanks get filled up you will need to use a pump out system, we supply an emergency card in the welcome pack and if this is used along the canal a £25 fee will be taken from the deposit. The system can last 8 people for 2 weeks minimum so should never be required unless above is not followed. Pump out services can be found in the boater's guide which is all about the Kennet and Avon canal, or you can search on the canal trust website. The card we supply can only be used at CRT pump outs any others you will need to pay for separately. We recommend using a marina like in Newbury if required.

Shower, shower pump.

Shower operation is a simple push button and the shower operates, you can then adjust the temperature with the dial anticlockwise will get hotter and clockwise is colder. If you wish to run it hotter than 38 degrees the button will need to be pressed in to turn (safety feature).

This is a thermostatic shower and should not run hot even if others open taps, however it may slow right down or run cold, so it is advised that people do not use other water points when someone is showering.

The pump to empty shower tray is on a switch. It has an automatic setting which can be left on unless it won't switch off and has an override, please do not allow it to run empty for a long time and please do not leave running. The switches will be explained to the hirer during the handover.

The shower tray can be stood on to use the sink and will not cause any damages to it. The clothes dryer can also be put in the tray should you need to dry clothing indoors. The dryer is stored in the cupboard above the boiler at the rear of the boat.

Use of the sinks and shower system will not fill the toilet tanks as this water is emptied in to the canal system and is perfectly allowed under the rules of the canals, this is grey water and helps with algae growth in the canal system. Please bare this in mind and do not put anything down drains that is not safe.



W4 Canal Boat Hire “A family run company”

Cooker.

The controls will be shown to you on the handover, it is basically like a standard free-standing home oven but does have a few small differences.

The buttons need to be held in during lighting and for up to 20 seconds longer to keep the flame on, the oven and grill will be shown to you. If you want to turn the oven off when you leave the boat there is a gas switch to the right of the oven (good idea if little children on board as well)

When lighting the oven, grill or hob, we highly recommend that you operate and hold the spark button before turning on the gas tap and holding in the buttons, this allows for it to light faster and therefore release less gas into the boat.

If any of the top burners look like they do not have a nice crisp blue flame it is possible that the top metal part has moved in a lock or something and needs to be repositioned.

Please remember to do this COLD and not straight after lighting.

Fridge freezer.

We pre-set the fridge on the correct setting, if turned up too high these smaller fridges tend to just ice up and start to freeze everything inside, even if fully loaded there should be no need to adjust the temperature. Remember if you turn it up too high it will run longer and colder and possibly freeze up and flatten the batteries faster.

If the light or power does not look like it is on for the fridge then please check the switch above the fridge under the gunnel edge, this is easy to turn off by accident.

Daily Maintenance.

We do not recommend any maintenance on our boat by hirers, no hirer needs to enter the engine bay unless instructed by us after a service call has been made. We carry out all maintenance before hiring and none would be required up to 2 weeks.

The weed hatch may need to be accessed in the engine bay if required, we ask you contact us first, this is not normally needed and hirers would enter this area entirely at their own risk, no passenger or hirer is insured to enter this area.

We will show you on the handover how to clear the prop of weed and normal items that may get on it. If something bigger is preventing you from driving correctly a service call will need to be carried out before entering the engine bay.

Bilge Pumps.

The front (bow) bilge pump and rear engine bay bilge pump are fully automatic the rear needs to be switched down to “on” for the automatic setting, if in “off” position it won’t work, if in the higher “on” position it will stay on 24/7 please do not leave like this or it will burn out the pump .

The water will come out of the boat when these pump operate, as you stand on the rear of the boat the water comes out of the starboard (right) side of the boat, so please be aware of this for when it happens.



W4 Canal Boat Hire “A family run company”

Air ventilation and Smoke / CO Alarms.

There are air vents in doors and roof areas of this boat. It is illegal under the Gas installation and use Regulations for any of these air vents to be blocked they are there to save lives should any gases or fumes escape from any appliance. They also provide fresh combustion air to any gas appliances.

Please do not block these vents with anything for your safety.

There are 3 smoke alarms installed on this boat, one at the rear area near the rear doors, one in the bedroom area and the third in the living room area. If they sound they can be silenced by venting the boat and pressing the button. (note the front alarm is also a CO alarm so check the display if it sounds as it will have the CO content displayed on the alarm).

There are 2 CO alarms one in the middle bedroom and one in the living room, if they go off then please ventilate the boat and leave as there maybe an issue with an appliance or even the engine.

These alarms MUST NOT be removed, if they go off then open doors each end and clear any smoke (sometimes from cooking) If the CO alarm should sound please turn off all appliances open the windows and leave the boat. Call us immediately. Russell - 07748 511589.

Fire Extinguishers and Fire blanket.

On board are 3 fire extinguishers, one at the rear , one just outside the kitchen in the hallway and one between the kitchen and front table area, these are the powder type and suitable for using on almost any type of fire.

In the kitchen is also a fire blanket , designed to be used on a cooking type oil fire to cut off the air by laying it over the flame, fire.

They must only be used in an emergency and anyone tampering or setting off by accident , will be charged for the damage. These are very messy and will require a deep clean of the boat, which is costly. If there is a fire and it is safe to do so please use them if not safe evacuate the boat and ring 999.

If safe to do so please try and turn the gas off at the rear of the boat with the yellow control valve (shown during handover and detailed below) BUT YOUR SAFETY IS PRIORITY.

Gas Cylinders and Storage area.

These are not required to be touched by hirers unless in emergency or after contacting us. The system will automatically swap over to a new bottle if required, should you have any gas issues you must contact us. Please do not attempt to adjust anything in the gas cupboard. You will be shown how to isolate the gas supply in the event you smell gas onboard.

To isolate the gas supply there is a yellow valve in the gas cupboard, when “on” it will point from 12-6 (vertical) when “off” it will point 3-9 (horizontal) if you smell gas or are not sure then please turn it off, open doors and windows and leave the boat then contact us – 07748 511589

Nothing should be stored in the gas cylinder storage area.



W4 Canal Boat Hire “A family run company”

If things go wrong.

Accidents and Incidents.

*In the event of an accident involving another boat, **do not admit liability**. Remain calm and polite and obtain the following information:*

This information needs to be entered onto the incident report from that is in the welcome folder on-board.

- 1. The name of the other boat and its registration number.*
- 2. The third party owner's name and address.*
- 3. The third party skipper's name and address.*
- 4. The names and addresses of any witnesses.*
- 5. The date, time and location of the incident. (lock numbers and bridges as reference)*
- 6. Write a report of how and why the incident happened. (with drawings if helpful)*
- 7. The name, address and details of our hirer who was at the HELM at the time.*
- 8. Any other impact information like bridges and locks.*

Contact US immediately for further advice (07748 511589) and supply our number to the other party.

In event of an impact with any other items locks and bridges , please let us know if injury or damage has occurred to our boat or the items involved, We need to pass possible impact damage onto CRT so they can inspect anything that may be required. The incident form should still be filled in for any impacts.

Please note our terms and conditions concerning accidents and insurance excess, any damages to our boat will be charged to the hirer and in the event of an insurance claim this is capped at £350 total excess.

Breakdown.

The most common problem you'll encounter is an obstruction of the propeller (blade) First you can attempt a long blast of reverse and full power approx. 2-3 times waiting in each direction a few seconds as this often clears items from the propeller.

If this does not work then moor up, stop the engine and remove the key, and call us we will discuss how to clear the weed hatch and then proceed to remove any debris around the blade, if you are confident to do so. Do not drive with a labouring engine, excessive smoke or vibration in the tiller as this may cause damage to the boat.

On some sections of the canal, this can need doing with monotonous regularity. In the event of engine failure, moor up, and contact US. Most problems can be rectified easily.

Loss or Damage.

Again, contact US at the earliest opportunity. In some instances, we may need to make a police report, and this may require a witness statement. Wilful damage caused by you or your party will normally be chargeable. We are in no way responsible for personal injury , or losses to hirers property.



W4 Canal Boat Hire “A family run company”

Service calls to us.

Our boat is very well maintained above and beyond the minimum requirements of the canal and river trust and boat safety inspections, we pride ourselves on having an extremely reliable boat. However faults can still develop at anytime and our aim is to keep these to a minimum. To help us with this we ask all hirers to report to us any faults or issues they have onboard no matter how small. We also ask if you can report these as soon as possible, so even if you lose a windlass, break a pole etc please let us know so we can bring parts with us to repair straight away. This will help us keep our boat safe, reliable and fault free.

Should you have any issues what so ever during your trip please contact us – Russell - 07748 511589 and we will assist, if required we will attend, please first moor up safely somewhere ideally near access to roads.

Safety is the most important.

Please have the following information at hand if possible.

- 1) *Location – as in bridge or lock number.*
- 2) *Likely cause of fault you are having.*
- 3) *Except in emergency please do not ask others for assistance.*
- 4) *If no answer please leave a message we monitor calls all the time.*
- 5) *Please check the issue isn't included in this hand book.*

If we think we need to attend we will come out. (Charges may be made, if it is deemed to be a user issue) most minor issues can be resolved over the phone with guidance.

Remember if it is an emergency you can use the emergency services as normal.

Complaints.

If you are not happy with anything on our boat or the services we provide, please let us know straight away, we will do our best to assist to make you holiday the best experience for you.

It is difficult for us to deal with complaints later if we are not made aware at the time.

If you have an issue with services like locks, bridges, water points etc a complaint or call can be made to the Canal and River Trust as they manage most the canals and rivers on the system. You can find a contact card for them in the boat with a number on it. They will help if you are stuck in a lock or a bridge that will not work. We cannot be held responsible for faults beyond our control.

*CRT contact number is **0303 040 4040**. Please note this phone line is only open 8am to 6pm, Monday to Friday and 9am to 5pm, Saturday, Sunday and Bank Holidays.*



W4 Canal Boat Hire “A family run company”

Returning our boat.

Please make sure the boat is returned to the agreed location (*normally the top of Woolhampton lock after you go through bridge 32*) or as close as possible on your return date by the agreed time (*normally 9am*). This is printed on your booking confirmation. (*or if different we will instruct you*). We suggest you return the night before as we will need to take the Boat back on-time on the morning your holiday ends, you need to have packed and removed all items before this time unless agreed beforehand. We have a very limited time to turn the boat around for the next holiday, any delays may be chargeable as a late return.

The boat should be returned as clean as possible and not be left without us accepting it back again, unless we have pre agreed for it to be left. The hirer is responsible until we have taken the boat back into our possession. You can contact us on the day on 07748 511589 if required.

If you have any rubbish bags left, this is ok and can be left in the bin or outside on the front of the boat, all other bags and rubbish should be removed before hand and all belongs unloaded before we take the boat back. Please do not leave lots of rubbish bags as there are many places along the canal to dump rubbish bags and we have limited time to prepare for the next family.

Late returns or the boat returned in an unacceptable condition will result in charges being made from your deposit. Any damages should be reported as soon as possible on the above number. This is so that if they affect the next trip we can make arrangements to rectify.

In order to return on time we suggest mooring close by on the last day of your trip, recovery anywhere on the canal is expensive and time consuming and will affect the next holiday booking, If you have any problems or think you will not return in time contact us immediately so we can help.

If you have any damages to report, please message us as soon as they happen no matter how small so we can arrange for repairs ready for the next holiday and bring parts with us if required.

On collection of the boat we will inspect for any damages or losses and then take back the boat, if anything is damaged or missing it is better if we are told before hand so we can deal with anything in a timely manner, we appreciate your help with this.

Early or late Return.

If you wish to return the boat early this may be possible, please again call Russell on 07748 511589 and we will try and assist – However this is a family run company and we have other commitments and can't always take the boat back early. The hirer is solely responsible for the boat until the holiday end period and it must not be left empty overnight for security reasons. If you wish to return early from the start of your booking then this is better to be agreed at the time.

On some occasions, we may have agreed a late return for hirers and give a new time that suits both of us. This is the only time that a late return is allowed, any late returns not agreed with us will be charged. Late returns could make it impossible for us to hire again that day and mean a cancelled holiday for another family and crew.

We understand that things can happen on the canal system, if for any reason you are not going to make it back please contact us to discuss a different location time and/or place.

Remember you can always sleep near the pickup location and wait until the end of your holiday.



W4 Canal Boat Hire “A family run company”

Boat acceptance - what you are signing for.

When you sign the Boat Acceptance after the handover safety briefing you are signing to state that you and all members of your crew are happy with the handover, the condition of the Boat and that you will comply with the following:-

Documents named below have all been supplied before hire via email or are available in our download section of the website, emails sent to hirers before holiday will contain links to these documents.

- 1) Our terms and conditions of hire
- 2) Have read and understood this handover pack and are competent to proceed.
- 3) Have read and understood the Canal handbook and are competent to proceed.
- 4) Have read the AINA boat code and are happy with your responsibilities in section 3.1.1 and happy we have carried out our responsibilities as detailed in section 3.1.2 *(to the best of your knowledge)*
- 5) You all understand the importance of **MAXIMUM** allowed crew members of **12** (head count total) and only to use the crew only areas of the boat and the tiller arm swing risk.
(found on a sign at the rear of the boat to the right of the door).
No member of crew is allowed on the roof or the sides of the boat.
- 6) Fully understand how to operate the Boat, locks and bridges.
- 7) Fully understand the canal and river rules and will stick to them.
Included by not limited to – Mooring, Speeds, Services
- 8) Fully understand emergency procedures like ‘man over board’ Accidents and Running aground
understand the need to report any incidents or accidents to us using the onboard form and calling the service number immediately before proceeding – Russell 07748 511589
- 9) Happy that we have provided enough information in the handing over procedure of the boat and that you have been able to ask any questions if required.
- 9) Will take Due care of the boat at all times , including not leaving it overnight unattended.
- 10) Accept all items on the inventory are present and in good working condition. *(to the best of your knowledge)*
- 11) Will return the boat, in a clean condition with all your items removed on time.
- 12) Will contact us immediately if you have any issues (including returning on time)
- 13) Will not navigate the boat after daylight hours, or in extreme or poor weather conditions.
‘Including if we contact you and instruct you to stop navigation and MOOR up for ANY reason’
- 14) The skipper and other adult crew members take full responsibility for themselves and under age crew members.
- 15) No one under the age of 21 is allowed to operate the Navigation controls.
‘All operators must be competent to use the controls or fully supervised by someone who is competent’
- 16) The skipper (main hirer) is in control of the vessel at all times and fully responsible.
- 17) The skipper will not be under the influence of Drugs or alcohol while in control of the boat
‘The rules for drinking and/or drugs is the same as for driving on the UK roads’
- 18) That you have pre planned your route and checked on the appropriate waterways websites of any stoppages that may prevent you travelling or returning to base on time. *‘we can assist with this before travel’*
- 19) Fully understand our deposit system and further charges for accidents and damages over this amount (insurance excess is fully understood). *‘The £150 deposit may not cover all damages and out insurance excess is £350’*
- 20) You agree that failure to follow any of the terms and conditions, safety information or unsociable behaviour reported to us during your holiday will result in us terminating your holiday and taking back our boat.

The text on the digital form is as follows below and failure to sign will terminate your Hire / holiday.

BOAT ACCEPTANCE CERTIFICATE:

By signing below, you agree to:-

- 1) all our terms and conditions of hire, safety and operation information.
- 2) all the items listed on page 15 of our handover pack – version 01/07/2026.
- 3) That you are responsible for ALL crew members and belongings.
- 4) That our boat is on Hire to you only and can be taken back at anytime for any reason.

Lastly, thank you for hiring “ASTARTE” and we hope you have a wonderful holiday