

# WHITE HORSE BOATS



## **HIRERS' INSTRUCTION MANUAL**

### ***BOATING INFORMATION & HANDOVER CERTIFICATES***

***Please ensure that you bring this Manual with you on your holiday – your Handover Certificates are enclosed.***

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*Please take the time to read everything in this booklet. We supply a hard copy when we hand the boat over to you – there is much useful information for you whilst cruising. We regret that we cannot be held responsible in any way for your holiday failing to meet your expectations if caused by failure to read our well-intentioned advice and recommendations...*

## **1. WELCOME ABOARD!**

**....and thank you for choosing to spend your holiday with us on the Kennet & Avon Canal. We want this to be the best, most relaxing holiday adventure you've ever had, and it is our aim to ensure that we always provide that.**

**We ask that you read the whole of this booklet to ensure you know how we aim to help you, what we need you to do to help us, and so that you have all the information you need.**

**White Horse Boats is a family run business which the retiring owners Ian & Sue Sharp asked us to take forward after operating for 28 years. I have professionally operated narrowboats on the canals for over 27 years – and the staff who will show you round are all experienced narrowboaters. We offer a knowledgeable and thorough introduction to boating for both novices and experienced hirers alike. We also have a 24hr manned callout service for your added peace of mind whilst afloat.**

**Devizes Wharf is considered by many to be the heart of the Kennet & Avon Canal; superbly located at the top of the famous Caen Hill lock flight and at the western end of one of the most beautiful lengths of canal to be found anywhere in England.**

**I really hope that your time afloat will be memorable, that you'll want to come back again, and that you'll feel able to recommend us to your friends, colleagues and family. Our reputation is important to us – please let us know if we are failing to provide the best possible facilities for your precious time afloat.**

**Finally, a note to remind you that our boats and holidays are fully insured, but your own personal travel insurance is not since most people are covered by their own Home, or Travel, policy. We suggest that if you wish for personal insurance you contact your preferred insurer to arrange a quotation.**

**David Dare  
Managing Director**

## **SECTION A: To be read before you sign for the boat**

### **2. OUR COMMITMENT TO YOU**

***On Arrival***, provided you reported in to us at the wharfside, we will have made sure you can get aboard as soon as possible, and reminded you to read this manual if you have not already done so.

***Before you Cast Off***, we will have arranged for the parking of your car and will give you a walk-through demonstration of the boat and its facilities. This will include the location of emergency isolation points for water, gas and on-board electrics. We will ask you to state, and sign for, the level of experience you have in narrowboating on canals so that we give you the appropriate amount of tuition upon casting off. We will also emphasise the safety and operational aspects of the boat and your handling of it, which you will be signing for as a legal document on behalf of your party in the event of accident or injury to any party member.

***Boating Tuition/Demonstration***. We will provide this fully as a matter of course for each hire, **unless** you sign the disclaimer\* on the Boat Acceptance Certificate. The demonstration will include:-

- Casting Off & Mooring up
- Correct Speed
- Passing Oncoming & Moored Boats
- Swing/Lift Bridge & Lock Operation, using models.
- On-board Safety
- Turning the Boat round
- Starting/Stopping the Engine
- Emergency Procedure: Man Overboard etc

Only then will we let you set off on your waterway adventure...

\* We will only allow you to sign the disclaimer in which you declare your previous experience is sufficient to handle the boat and navigate locks and bridges if, on the day, we are satisfied that you appear to demonstrate sufficient knowledge to warrant this. We reserve the right to insist on giving you a full demonstration.

***In the Unlikely Event of Breakdown*** we aim to be with you (or if you're a long way away we may appoint another reputable boatyard on our behalf to get to you) as soon as practicable, subject always to traffic conditions and your location. If you call us out of office hours we reserve the right to delay our getting to you until the next morning unless in our opinion the nature of the call is life-threatening, could result in loss or damage to the boat, or is sufficiently serious that your holiday will be permanently compromised.

***Upon your Return*** we aim to moor you up promptly and safely before we will allow you to disembark your party and belongings. You should be able to bring your car to the wharfside to load up. We have rubbish bins on site so that you can clean the whole boat out efficiently and effectively. Whilst we may be rushed ('turn-round' days usually are in any boatyard!), we aim to take a few moments to hear your constructive criticisms and or compliments: if you feel the need to write these down instead on the tear-out comment form at the back of this booklet, we will be delighted to receive them on your departure.

***And Finally!*** We like to wave you goodbye and to think that you arrived as strangers but parted as friends – our commitment does not stop when you get off the boat...

### **3. YOUR RESPONSIBILITIES**

***Hirer Age:*** the minimum age of the hirer and at least one other member of the party must be 18. We will need proof of age if on arrival there do not appear to be two over 18s onboard one of whom must be the Hirer. The boat must not be navigated at any time unless two over 18 year old persons are navigating the boat with one either at, or directly supervising, the helm.

***Single Sex Parties:*** We do not accept any single sex parties on our boats unless by prior written agreement.

***The Hirer*** (you) must arrive before we will allow any of your party to board the boat, since you have to sign acceptance of responsibility for your party whilst boarding/loading the boat.

**Arrival time.** Your boat should be available to you for boarding between 14.00 and 17.00 (latest time) on the first date of your holiday.

**Early arrival:** If you arrive early we are unlikely to be able to allow you onboard before 14.00 but why not have a drink or lunch at one of the many lovely cafes and pubs in Devizes town centre, just a few hundred yards away?

**Late arrival:** If you arrive after 17.00 there is insufficient time left in the day to both show you through the boat, sign for your tuition, and get you on your way (all of which takes around 1hr). Therefore PLEASE allow enough time for arrival before this time. Late arrival as above (unless due to road delays which we will do our best to work around) will result in your not being able to boat that day AND a £50 charge payable immediately to cover the cost of, at short notice, hopefully finding a competent extra staff member for the next day.

***Upon Arrival, please:-***

- a) Report to the wharfside to check your boat is ready.
- b) Unload your car and stow everything on board.
- c) Thoroughly check your boat over for cleanliness, defects, damage, or shortages (especially crockery/ cutlery and lock keys/ mooring stakes) – any items broken or missing at the end of your holiday will be chargeable.
- d) If any of your party require buoyancy aids e.g. young children or non-swimmers, please tell a member of staff so that we can get these fitted before we start the boating tuition.

***Once you've got everything on board*** let us know so we can start your boat show through and boating tuition.

***Car Parking*** is available in the Wharf Car Park, payable by phone/ card to the carpark operator (up to £6/ day – Sunday free). We are not responsible for cars or their contents since the property on which they are parked is not ours: parking is entirely at your own risk. Please ensure you have moved your car off the wharfside before you cast off!

***Bikes and Canoes.*** This section of the Kennet and Avon Canal has lovely high bridges and tunnels with a reasonable towpath for cycling, allowing you to load onto the roof up to four bikes or two canoes/kayaks

for your added enjoyment. We can hire bikes (with a security lock & pump) to you - see our website for details - but please remember to bring suitable protection e.g. mats/blankets to prevent scratch damage to the roof. Carriage, security and loading/ unloading of these on the boat is entirely at your own risk and within your own insurance policies. Please note that under no circumstances should canoes/ kayaks be towed nor to share any lock with your hirecraft.

***Boat Show-through*** Once ready on board, with your car parked, any buoyancy aids fitted, and Section A of this manual has been read and signed for, you are ready for your boat show-through. This is an important part of us handing you the boat for your holiday and needs your undivided attention for about 15 minutes. You will receive a technical demonstration of how everything onboard works e.g. cooker, fridge, showers, toilets. It should involve only 2 or 3 of you (as space on a narrowboat is limited when several people are in one place!): please ensure other members of your party are aware of this/ have things to do!

***Boating Tuition*** *This is the most important part of your holiday – please ensure as many of your party as possible take the time to look, listen and learn so that you derive maximum pleasure with minimum hassle whilst afloat!* Once the Show-through is complete, we will start your boating tuition. This takes about 30 minutes before casting off, and then a further 30 minutes as we teach you practical boating skills such as mooring, turning, lock use etc.

***Signing the Boat Acceptance Certificate*** We cannot understate the significance of this legally binding document. Before we formally ‘hand over’ our boat to you for your holiday you must sign this. It is absolving us of any responsibility for your actions whilst on holiday, having given you all necessary advice of boating skills and facilities available. *You are hiring a boat only – it is your responsibility to ensure that, upon handover, you are satisfied as to its cleanliness, equipment, & condition and that you have received adequate basic instruction to allow you to proceed safely with exclusive responsibility for the safety of the boat and your party, and with due regard and respect for other waterway users.*

***Once you’re underway*** the canal is yours to enjoy and explore.

Now it's up to you what you do and when you do it! Although we're not responsible for this bit we like to think we've done all we can to help you! Please remember these following basic principles to derive maximum pleasure...

- Don't set unattainable boating targets - you never know when you may get held up by unexpected events such as that wonderful waterside pub, or occasionally by a problem or queue at a lock...or simply chatting at a lockside!
- At least two of your party must remain sober whilst underway – it is an offence to be over the alcohol (driving) limit whilst in control of a narrowboat, and will count against you in the event of an accident or dispute.
- Be courteous and considerate to other users, especially by slowing down *to tickover* as you approach and pass moored boats, by mooring sensibly away from locks, bridges and sharp bends, and by keeping noise down whilst onboard if moored next to other boats.
- Read, and get one of your crew to read, the rest of this booklet!
- Remember to continue to ensure that the rest of your party acts safely whilst on board

***Returning the Boat.*** On the morning of your return our team works to a tight schedule with sometimes as little as three hours from when you leave your boat to the next hirers arriving. Therefore it is your responsibility to return the boat on time (by 9am) and in completely clean condition as detailed in section 8 below, regardless of how your holiday has been. We *will* charge for late return at a rate of £50/hour, and/or for the boat not being returned clean or with blocked or overflowing toilets at a minimum rate of £150.

***Compliments or Criticisms*** Please make us aware of any shortcomings in the boat as soon as sensibly practicable. The following should be reported immediately, i.e. whilst aboard, so that we can resolve them:-

- Blocked Toilets
- Engine Malfunction
- Tiller/ Propeller Damage
- Broken windows, or steelwork damage
- Gas, water, or diesel leaks



- Accidents, especially those involving damage to any other boat or locks/bridges

If you have a particular issue you wish to draw to our attention please ensure we are made aware of this *before you leave the Wharf*. Failure to do so will invalidate any subsequent claim upon the Company

#### **4. SAFETY on Your Boating Holiday**

Safety throughout the holiday is everyone's responsibility, but in particular it is yours, the Hirer's. Our liability ends with the safe condition of the boat and the tuition we will have given you before you sign the Boat Acceptance Certificate.

When we confirmed your booking by email we included a weblink to the Boaters Safety Video – this will complement the Boating Tuition that you will be receiving once you have boarded and loaded, (unless you choose to decline this because you have boated before).

We wish in particular to draw your attention to the following:-

##### ***Children/ Handicapped persons:***

The safety of all members of your party, especially children or handicapped members of your party is entirely your responsibility. We recommend a ratio of not less than one adult per four children, and one adult per handicapped person: this ratio needs to be assessed in the extremely unlikely case of an emergency evacuation situation e.g. fire or sinking. We reserve the right to refuse to hire a boat out if, in our exclusive opinion, the safety of the vessel or its occupants is at risk for these reasons. All such persons should, unless competent swimmers, wear buoyancy aids when either out on deck or working locks.

##### ***Maximum Capacity***

Your vessel's capacity is as shown on our website. This is an insurance condition for the purposes of overnight accommodation (in particular with regard to safe ventilation calculations) and whilst the boat is underway (boat stability). Do not exceed this capacity for your own safety. Whilst the boat is moored you may entertain extra guests on

board provided you ensure the boat is evenly loaded and that an absolute capacity of 2 more than the normal (sleeping) capacity is not exceeded.

### ***Alcohol/ Drugs***

It is a legal and insurance requirement that, whilst underway, the responsible person i.e. person steering the boat must not be under the influence of drink or drugs. We insist, over and above this, that at least one other member of the party follows this rule so that locks, mooring up, and emergency procedures can be safely followed. *We will immediately terminate the hire of the boat(s) with no refund of any monies whatsoever, and no transport of the party back to the boatyard, if we have reason to believe that this rule has been contravened.*

### ***Emergency Escapes***

Every boat has doors at the front and back (bow and stern) of the boat, and our 57ft boats have a side hatch/doors too. Please ensure that all members of your party familiarise themselves with all exits in case of an emergency. In particular please ensure that, whilst underway or whilst sleeping, the rear doors remain un-padlocked. Ideally all doors should remain unbolted when underway.

### ***Smoke and Carbon Monoxide Alarms***

All of our holiday boats have one of each of these fitted above the main double cabin of the boat. We have tested these in your presence to prove they are working. Should either alarm go off with a continuous shrieking sound you must leave the boat as quickly and safely as possible...do not treat this as a false alarm! Ensure that anyone asleep is fully woken and leaves the boat. Call us immediately day or night on the callout phone. Should either alarm start bleeping occasionally this indicates that the battery is low and needs changing. Please call us during daytime hours and we will arrange an immediate battery change

***Crew Areas:*** The areas of the outside of the boat deemed as Crew Areas and thus safe for you to use are the front cockpit and the rear deck ONLY. The gunwales are NOT recommended as a means of access from one end of the boat to the other except in emergency: wherever possible go through the inside of the boat. The roof of the boat is NOT a crew area and is not to be used by any person at any time.

### ***Vessel Stability***

Your boat has been checked for stability under normal loading conditions by us. This does not include use of the roof or gunwales

### ***Bridges and Branches***

Some bridges on the K&A Canal beyond Newbury are low; only allowing enough space for the boat to squeeze through. In addition there are often overhanging branches, especially when turning the boat, which may catch the bow/roof/side of the boat. Therefore please ensure that all members of your party, if using the bow deck/cockpit, are aware of this and remain alert to such dangers – be especially careful/take responsibility for those who may be under the influence of drink or drugs. Ensure that those in the bow can retreat inside – always keep the front doors unlocked. *Never* lean out of windows or side hatches, or use them for access, whilst the boat is underway – danger of decapitation!

**IMPORTANT:** Do not attempt to go under, nor approach with crew in the front cockpit too close to, any swingbridge across the canal– use the landing stage where necessary! The boat CANNOT fit under the bridge!

### ***Locks***

The locks on the K&A are all ‘wide’ i.e two boats can pass through side by side. Please note that the locks are often deep and it is strongly recommended that all crew are either out on deck or lockside for your added safety and peace of mind.

Please ensure you watch the Boaters Safety Video via the link supplied to you online with your booking confirmation and ensure the rest of your party see it too. Ensure that as many members of your party as possible give their undivided attention to the lock demonstration as part of your boating tuition (unless of course you are signing to decline our tuition on the grounds of your previous experience). In particular:-

- 1 Never run around the lock edge or across the gates or boat roof
- 2 Always hold on to the handrail as you cross a lock gate
- 3 Always ensure that there is one member of crew at the front of the boat on the lockside (to check the bows are going up/down safely), and one member at the back (usually the steerer)
- 4 Don't fool around whilst using the lock
- 5 Don't let others operate the lock for you unless they are willing to work to your instructions

- 6 When ascending locks hold the bow of the boat just clear of the lock cill until the bow is clear of the cill. Wind each paddle gently, one at a time. If unsure please ask us to clarify this during your show-through.
- 7 When descending locks keep the bow of the boat at the front of the lock (just clear of the front gate) – do not let the stern of the boat get near the back gate or the (marked) cill which could damage the rudder (this is chargeable at £400 if damaged).
- 8 Only use ropes if you are using the lock alone – and never tie a rope in a knot to the posts when descending the lock!
- 9 Never allow the boat to ram lock gates – there should be no need for excessive force or use of the engine if you follow our boating tuition.
- 10 Never leave your lock key ('windlass') on the lock spindle once you have wound the paddle up – always use the safety catch.

## 5. ACCIDENTS & EMERGENCIES

**Person Overboard** The steerer should keep a good lookout for all persons either in the bow of the boat, on the stern, or working the lock/lift bridges. If someone falls in:-

- a) alert the steerer immediately and throw the life-ring toward the person in the water.
- b) the steerer *must* take the boat out of gear *immediately* it is safe to do so, and must on no account use the gears again until the person in water is well clear of the propeller.
- c) ideally get the person in the water to wade or swim to the canal/river bank– it is usually easier to get onto the bank than the boat.
- d) If the person is in difficulty use the boat hook and/or a rope to assist them to the bank/boat. *Do not jump in unless you are a good swimmer yourself and the person is otherwise in imminent danger of drowning.*
- e) Remember that anyone in the water will weigh at least twice their bodyweight on dry land – don't forget your own safety!
- f) Once back onboard, ensure they have a warm (but not hot) shower to mitigate any possible effects of 'Weils Disease' – if they should subsequently feel excessively drowsy or suffer flu-like symptoms ensure they seek medical advice immediately.

**Fire** The boat is equipped with smoke alarm, fire extinguishers and a fire blanket. These will be demonstrated to you during your boat show-through. Please ensure all members of the party are aware of their location and use. In the event of fire follow these guidelines:-

- a) raise the alarm and evacuate the vessel *immediately*, ensuring everyone remains at least 20ft/6m away from the boat. Do a head count to ensure everyone is accounted for.
- b) if safe to do so, shut off the gas and electric supplies by means of the emergency isolators (as shown during your tuition)
- c) only if safe to do so, use extinguishers to bring the blaze under control *or* if a fire on the cooker, use the fire blanket.
- d) if boats are moored alongside/ next to your boat, alert the occupants as soon as possible
- e) if necessary call the emergency services by dialling 999. (make sure you know where you are i.e. nearest bridge/road/village before calling them) and state 'fire on canal-boat on Kennet & Avon Canal at/near .....'
- f) contact us on our emergency phone with similar information

*Do not attempt to fight the fire if you have any concerns for your own safety, do not allow others to return into the boat, and DO NOT attempt to move the boat unless instructed to do so by a Fire Officer, a member of our staff, or the navigation authority.*

**If you Smell Gas.** Every boat has a gas supply solely for cooking. You will be shown how to turn the gas off in an emergency. If you suspect a gas leak or can smell gas, or the carbon monoxide alarm goes off make sure that you:-

- a) tell everyone immediately and evacuate the vessel – ensuring all persons keep well clear of the boat (minimum 20feet/6m).
- b) turn off all cooker knobs and the gas supply at the main valve (as shown to you during your boating tuition)
- c) open as many doors/windows as possible
- d) do not operate any lights, nor smoke, nor use a naked flame
- e) do not allow anyone to return into the vessel until you have contacted us on the emergency phone for further advice.

### ***Personal Injury or Illness***

If any member of your party falls ill or is injured, and requires medical treatment, do *NOT* call us as we are unable to provide direct medical assistance. Either call NHS Direct on 111 (free call) for telephone advice, or in emergency call 999 and ask for Ambulance/ Police. Make sure you know your location, ideally giving the nearest road access for an ambulance – once the ambulance is on its way *DO NOT MOVE THE BOAT!!!*

## **6. HOW YOUR BOAT WORKS**

This section is designed to give a succinct description of all the parts of the boat you would normally need to know about. Please read this again if you have any difficulties with the boat whilst on holiday, and the ‘Trouble-shooting’ section (13) before you call us...

***Electricity*** is 12 volt, from batteries charged by the engine, and is not suitable for domestic appliances. 240V 150W standard 3-pin sockets are installed. Note that the 240V supply will *not* power large hairdryers etc. and cannot be left on overnight as it may flatten the batteries. Batteries need to be charged for at least 5hrs/day either as you boat along or, if moored up for the day, by running the engine in a fast tickover speed out of gear. No charging = flat batteries = no lights, water, and toilets! A separate battery starts the engine so even if you do get flat batteries you should be able to start the engine, then rev it up until the charge light/alarm goes out. You will be shown the electrical trip switches and emergency isolator during the boat show-through– you should not need to touch these unless in the event of a fault or emergency.

***Gas*** is provided from cylinders whose location will be shown to you during the boat show-through. In normal circumstances, you should not need to touch these. The emergency shut off procedure will be carefully explained to you. If the gas appears to have run out, go to Section 13 Troubleshooting. Central Heating is by the engine/ diesel heater.

***Water*** is drinking quality, supplied from a tank in the bow of each boat. This is full when you leave us, but will need to be topped up daily using the hose in the locker, which you connect to the marked waterpoints on the canalside as shown in Section B or in the various canal guides. Please make sure the hose never gets dropped into the canal, and that

you run water through the hose for approx 1 minute before putting the hose into the tank. The **water pump** is switched on when you arrive and the switch location will be pointed out during the boat show-through. If you think there is a water leak, or a toilet is flooding, turn the pump off but remember it will prevent use of all facilities including toilets. If the pump trips on & off annoyingly (especially at night) there is either a dripping tap, or a toilet not fully shut off – please check these before turning the pump off, but don't forget to switch it back on next day!

**Fridge** All our boats have 12v electric fridges. These will be turned on when you arrive and should be cold within 30 minutes when empty. Do not turn the fridge setting above '3' as no significant performance gain is made but the batteries will flatten much more quickly. As with all fridges the compressor hums when operating, so it is not unusual to turn the fridge off overnight to prevent noise disturbance – the fridge will hold its chill overnight if unopened, but don't forget to turn it back on next morning! If the fridge light is flashing, the batteries need charging.

**Cooker** All our gas cookers are of domestic size and have full flame-failure devices to prevent gas continuing to flow if the flame goes out. To light the cooker use the electric igniter on the cooker itself, or the hand igniter supplied. ***DANGER OF ASPHYXIATION – Do not use the cooker as a means of heating: use only for cooking and turn off when not required. DO NOT BLOCK VENTILATORS***

**Toilets** All our toilets are modern freshwater flush units. Each has its own tank so that (if a boat has two toilets) if one toilet is full the other should remain useable. Our toilets rarely cause problems except through misuse. Therefore please follow our instructions during the boat show-through and do not put anything down them except low-grade toilet paper or things that you have eaten or drunk. Note especially that high grade toilet paper e.g. Kleenex Velvet, wet wipes, and kitchen towels will block the toilet. We will always come out to resolve a toilet problem but note that if we find evidence of misuse you will be liable for a charge of £50/hr (including our travel time). If we find the toilet blocked upon the boat's return you will be liable for a flat rate charge of £150. *Please ensure your party, including any visitors, are aware of this.*

**Toilet Tanks & Pumpouts** Your boat has a tank(s) of sufficient capacity for normal use for one week. If you have two toilets/ tanks try to use

both relatively evenly so that one does not fill prematurely. Remember that the more you drink, the quicker the tank will fill! For hires of 10 days or more the cost of any pumpouts whilst cruising are your responsibility – we do not offer refunds! A toilet tank is full (unless blocked) when waste does not go away. In this event, turn off the water supply to the toilet by means of the valve alongside/behind it, and make for the next pumpout point as listed in Section B. Remember that these are few and far between. Most are only open from 10am to 4pm so if this happens overnight there is nothing that can be done until next day. Cost of pumpout is your responsibility – usually £20 per toilet. In the unlikely event that your toilet continues to fill after use, please turn the shut off valve and/or water pump off and contact us immediately.

***Mooring and Lock Equipment*** Your boat is equipped with mooring stakes, two double-eye lock handles (called windlasses) for operating the locks, and a lump hammer. Loss will be charged at replacement value as sold by Midland Chandlers.

#### **Daily Checks**

***Before starting the engine*** lift the deckboard above the engine and check oil and water levels are satisfactory. Oil should show between marks on dipstick – top up with the spare can provided if below the lower level. Water should be no more than 15mm (1/2”) below the base of the filler rim – top up with tap water but do not fill to the rim!

**CAUTION - *DO NOT ATTEMPT THIS WITH A HOT ENGINE!***

***At the end of your day's boating*** lift the rear hatch and turn the (brass) stern greaser down until pressure is felt. Then make a further half turn. This stops the stern tube leaking overnight. Do NOT undo the greaser at any point!!



## **BOAT ACCEPTANCE CERTIFICATE –White Horse Boats**

**Boat:**..... **Hirer Name:**.....

**Handover Staff Name:**..... **Time started:**..... **Completed:**.....

*We have read, and understand, Section A of this manual: Signed .....*

*We have been trained in the boat's onboard equipment/ operation as itemised below:-*

### **INTERIOR**

- ☐ Doors & Hatches – do not lean out!
- ☐ Interior Lights
- ☐ Showers - Controls & Drainage
- ☐ Toilets – Use & Emergency Shutoff  
(see also separate certificate)
- ☐ Central/Water Heating
- ☐ Dividing doors (where fitted)
- ☐ CO & Smoke detectors - use of  
extinguishers & blanket. Evacuation.
- ☐ Oven/Cooker – lighting, safe use.
- ☐ Do not block ventilators – DANGER!
- ☐ Fridge – do not overload  
temperature setting
- ☐ Worktop – do NOT place hot  
pans onto the worktop
- ☐ Dinette – safe conversion to bed
- ☐ Water Pump – leaks, isolation switch
- ☐ Airing Cupboard
- ☐ First Aid Kit – location
- ☐ Interior Trip Switches
- ☐ Security (windows, doors, side hatches)
- ☐ TV/CD/DVD/Radio – on/off, use, aerial
- ☐ No petrol, gas, BBQs or candles aboard
- ☐ We have been offered buoyancy aids and have requested \_\_\_\_\_. We have been  
individually fitted with these and been shown how to fit/use them.
- ☐ We accept that no more than \_\_\_\_ are permitted to sleep, or remain on this boat whilst  
underway, and that no more than \_\_\_\_ are allowed on the boat whilst moored.

### **EXTERIOR**

- ☐ Water tank & hose-refill daily
- ☐ Ropes – keep coiled/ knot-free
- ☐ Use of Anchor (rivers only)
- ☐ Safety in the Bow/Cockpit
- ☐ Crew Areas – do not use roof  
- see notes in manual
- ☐ Poles, plank & Lifering – safe use
- ☐ Use of Gunwales/ Handrails  
- go through boat, not gunwales
- ☐ Centre line – do not use for mooring
- ☐ Rear rope – move & use either side
- ☐ Gas system - emergency isolation
- ☐ Electrics – emergency isolation
- ☐ Daily engine checks – oil, water
- ☐ End of day – tighten greaser
- ☐ Weed hatch: safe use & checks
- ☐ Spare oil
- ☐ Mooring stakes, hammer, windlasses
- ☐ Steerer position – keep clear of tiller
- ☐ Use of horn, headlight, throttle
- ☐ Engine start/stop, warning alarms
- ☐ 2 Crew not to be under influence of  
drink/ drugs when underway

☐ We confirm that we accept the Booking Conditions, Boat and Inventory as demonstrated, and that we understand our responsibilities toward its safe operation and return.

**Signature** 1. Hirer:\_\_\_\_\_ 2.Hirer's witness:\_\_\_\_\_

**Print Name:** 1. Hirer:\_\_\_\_\_ 2.Hirer's witness:\_\_\_\_\_

in the presence of .....for the Company, dated .....

## **NAVIGATIONAL TRAINING CERTIFICATE – White Horse Boats**

**Boat:** \_\_\_\_\_ **Hirer Name:** \_\_\_\_\_

***We agree that, we are satisfied that we have been given sufficient basic training in safe and courteous navigation of our narrowboat as itemised below. (the section marked \* may be left out only IF you have signed the Previous Experience Declaration)***

### **WHILST AT BASE**

- ☐ Keep children in sight/ under control
- ☐ Young children/non swimmers to wear buoyancy aid when on deck/ at locks
- ☐ How to untie/ set off
- ☐ Maximum cruising speed
- ☐ Use centre channel – no wash!
- ☐ Slow down *to tickover* as you approach and pass moored boats
- ☐ Pass oncoming boats on the right – but keep near centre channel!
- ☐ Approach blind bends/bridges with care
- ☐ Warn other crew of low bridges/ branches
- ☐ Give way to longer/working boats at narrows – boat nearest bridge has priority. *No racing!*
- ☐ Swing Bridges – leave as found
- ☐ Mooring up – two crew ready to jump off – approach slowly with bow into edge first
- ☐ No mooring at locks/bridges on sharp bends
- ☐ Mooring stakes banged right in 45 from boat
- ☐ Ropes tied to stake/ring – not across towpath
- ☐ Person Overboard procedure – out of gear!
- ☐ Recovery from water via bank not boat
- River Kennet Navigation – if applicable*
- ☐ Rivers – currents/ flow, slower upstream!
- ☐ Rivers – heed level/flood indicators
- ☐ Lock Approaches – Newbury, Woolhampton
- ☐ Rivers – leave slack ropes when mooring

### **WHILST BOATING\***

- ☐ Use of throttle: neutral/forward/back
- ☐ Steering position
- ☐ Turning left/right
- ☐ Stopping/ emergency stopping
- ☐ Normal cruising speed
- ☐ Slow down BEFORE moored boats
- ☐ Centre channel
- ☐ Slow down approaching bends
- ☐ Warning -loss of steerage in reverse!
- ☐ Landing crew/ mooring up
- ☐ Safe use of lift/swing bridges
- ☐ Approaching lock –mooring/ waiting
- Lock Use Demonstration\**
- ☐ Lock sharing – share if possible
- ☐ Check for oncoming boats if lock against own boat before using
- ☐ Safe use of paddles: safety catches
- ☐ Always remove windlass: stay close!
- ☐ Do not allow others to take over!
- ☐ One paddle at a time - steadily!
- ☐ No running/ tomfoolery!
- ☐ Person steering boat is in charge!
- ☐ Beware of cill/ watch bow of boat
- ☐ Emergency paddle dropping
- ☐ Leave lock with all paddles closed
- ☐ Shut gates if no boats approaching
- ☐ Courtesy –one locking up/one down

☐ We confirm that we have received the above instruction and demonstrations and are happy to take the boat onward at our exclusive responsibility for its safe and courteous navigation.

Signed:..... Hirer ..... Hirer's witness

in the presence of .....for the Company, dated .....

**White Horse Boats**

**PREVIOUS BOATING EXPERIENCE DECLARATION**

Boat: \_\_\_\_\_ Hirer Name: \_\_\_\_\_

**This form will only be used for those who can demonstrate *DIRECT, RELEVANT* experience of narrowboating along wide canals AND locks within the last five years.**

☐ *We accept that we have been offered a navigational demonstration and have elected to decline this based upon our previous experience of narrowboat handling and operation, including safe use of narrow locks.*

☐ *We accept that in signing this declaration we accept complete responsibility for the safe and courteous handling of this boat, and that we will be held exclusively liable for any damage to this boat and for any third party persons or property in the event of provable negligence/ ignorance of items that would otherwise have been demonstrated in the Navigational Demonstration*

☐ *We accept that, in the event of any reasonable complaint by a third party in respect of boat handling or lock use, White Horse Boats are authorised to pass on our name & contact details as the responsible persons for the boat at the time, and that White Horse Boats are entitled to recover any reasonable, provable costs (including where relevant any third party charges and legal costs) incurred by themselves in dealing with such complaint.*

☐ *We summarise our relevant previous experience as below:-*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signature** 1. Hirer: \_\_\_\_\_ 2. Hirer's witness: \_\_\_\_\_

**Print Name:** 1. Hirer: \_\_\_\_\_ 2. Hirer's witness: \_\_\_\_\_

in the presence of .....for the Company, dated .....

## **CORRECT USE OF BOAT TOILETS**

Due to Hirers choosing to ignore (or forget) the instruction given during Handover, we are now insisting on your reading, and signing acknowledgement/ acceptance of, this Notice.

*The only items that should go down the toilet and those that you have eaten or drunk, or the low-grade (biodegradeable) toilet paper as supplied. **UNDER NO CIRCUMSTANCES** should the following items be allowed anywhere near the toilet, nor put down it:-*

- *Tampons/ Tampax etc*
- *Cotton Wool*
- *Nappies*
- *'High Quality/ Quilted' Toilet Paper*
- *Kitchen Towels*
- *Wet/ Moisturising Wipes e.g. Kandoo, Johnsons Baby Wipes, Pampers*

**PLEASE REMEMBER** that boat toilets are not connected to the mains: they have to be 'pumped out' by machine. If any of the above are put down the toilet, they will block the pump out pipes or machine, or stop the toilet working altogether. Please try not to use 'bundles' of toilet roll in one go – it too could block the toilet!

*By signing this Notice, you (and all of your party) are accepting responsibility for correct use of the toilets, AND accepting that you will be liable to pay charges as shown in the Hirers Manual should we have to be called out whilst you are on holiday to unblock the toilet, OR if, on return, we find the toilet blocked or unable to be pumped out.*

***We thank you for your cooperation in this 'delicate' subject!***

**ACCEPTANCE: Signature:\_\_\_\_\_Name:\_\_\_\_\_**

**For White Horse Boats:\_\_\_\_\_**

## 7. LAST NIGHT AFLOAT & BOAT RETURN

**Return Time** We need your boat to back with us by 9am, and vacate it by 9.30am. Therefore it is important for you to ensure you do not moor too far from your return base the previous night. Mooring further away than All Cannings will *NOT* allow sufficient time to get back to base next morning!

**Early Return to base (previous afternoon).** A number of hirers like to return the boat on the last afternoon of their hire rather than stay onboard for a last night. If you intend to do this please advise us at the time of your first arriving at the wharf. When leaving the boat please ensure that all electrical switches are turned off, all doors and windows shut and locked. All curtains and shutters closed. Please lock the key inside the boat – do not leave it anywhere outside – since we have spare keys to access the boat the next morning. ***Please ensure that you screw down the stern greaser*** (we'll show you this during show-through). Your damage deposit is not returned until we have inspected your boat the next day. Any damage found will be chargeable and is entirely at our own discretion in your absence.

**Cleanliness** We provide you with all the equipment needed to clean the boat inside and out and leave it as you would expect to find it, especially the kitchens and bathrooms. Please ensure that you have checked all cupboards and that all rubbish including unwanted food has been disposed of in our bins on site. If the boat is returned in a dirty condition we will charge £150 for extra cleaning costs/time involved.

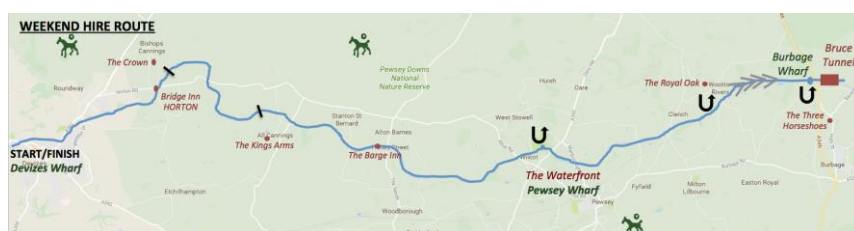
**Lost Property** We check the boats ourselves upon return. Any items of clothing, jewellery, cameras etc. are be kept in store for a period of 2 weeks, after which we shall dispose of them. Items of food, drink, decoration, magazines or fancy dress/effects, will be disposed of immediately. If you think you've left something behind, contact us with an accurate description and we will post it to you (if in UK)- we charge £10 P&P per item.

## **SECTION B: USEFUL INFORMATION**

### **8. Recommended Routes and Timings**

*Our Recommended Routes are for guidance only. We cannot be held responsible for any errors or omissions.*

#### **8.1 Weekend Break**



**Friday 2pm -5pm:** Arrive at Devizes Wharf (SN10 1DX), load gear on to boat, park car, receive boat handover training (about 1hr) then set off for the Bridge Inn, Horton (01380 860273) or the Crown Inn, Bishops Cannings (01380 860218); you are advised to pre-book for a Friday night. Moor on towpath side of canal, not too close to a bridge or on a swing bridge landing stage.

**Saturday:** Set off - it's either 3hrs to Honey Street, or 5hrs to Pewsey. The Waterfront Bistro/Bar (01672 564020) is great for both meals and real ale – but don't forget the scenery is idyllic along this beautiful 15 mile pound so there is no need to have to do any more than simply moor in the countryside for a picnic or barbeque lunch or dinner! At Pewsey Wharf the bustling village with its lovely museum is a mile down the road from the Wharf – the station, shops and pubs are here. Chocolate-box Wootton Rivers is 1hr further. The thatched Royal Oak Inn (01672 810322) is excellent for dinner if you wish.

Turn round before Bridge 109 (Farm Bridge) – put bow of boat in until you just touch the railway sleepers, on just over 'tick over' push tiller to right and boat will gently come round, then into reverse tiller in opposite direction and gently take boat under the bridge so as to straighten up. You are now facing Pewsey again.

**Sunday:** If you stay the night at Wootton Rivers you will need to allow 6hrs 'non-stop' cruising if you need to leave your boat at Devizes Wharf on Sunday afternoon. However a gentler cruise on Sunday can place you at either Bishops Cannings or Horton ready for a short cruise to Devizes Wharf on Monday morning. Lunchtime Sunday at Honey Street (3hrs from Devizes) or the Kings Arms, All Cannings (2hrs to Devizes). Evening meal available at either The Crown or the Horton Bridge Inn...or simply relaxing on a mooring in the countryside – to allow for a timely arrival at Devizes Wharf by 09.00 next morning.

## 8.2 Midweek Break – an extra day's cruising....



**Monday 2pm -5pm:** Arrive at Devizes Wharf (SN10 1DX), load gear on to boat, park car, receive boat handover training (about 1hr) then set off for the Bridge Inn, Horton (01380 860273) or the Crown Inn, Bishops Cannings (01380 860218) – both about an hour from Devizes - but note they do not serve food on Monday night. For eating out the first evening food cruise 2 hrs to All Cannings for a meal at the Kings Arms (01380 860328)

**Tuesday:** Set off - it's 3hrs to Honey Street, 5hrs to Pewsey and for a great meal and real ale at the Waterfront Bistro/Bar (01672 564020) – but don't forget the scenery is idyllic along this beautiful 15 mile pound so there is no need to have to do any more than simply moor in the countryside for a picnic or barbeque lunch or dinner! At Pewsey Wharf the bustling village with its lovely museum is a mile down the road from the Wharf – the station, shops and pubs are here. Chocolate-box Wootton Rivers is an hour further: the most tranquil mooring at Wootton Rivers is above the second lock. The thatched Royal Oak Inn (01672 810322) is excellent for dinner if you wish.

**Wednesday:** If you moored at Wootton Rivers it is about 1.5hrs to Burbage Wharf on the summit pound. From there you cruise to/through the 500-yard tunnel to Crofton top lock (1hr). It's a lovely walk over the tunnel past the remains of the two old Savernake rail stations and the former hotel, now tastefully converted to private apartments. An hour or so takes you down the Crofton flight to the pumping station. Opposite, the Wilton Windmill and Swan Inn are a 3/4 mile walk around the reservoir. For a relaxing break turn here and return to Wootton Rivers for the evening. If you're active, continue on to Great Bedwyn (1hr) where the Three Tuns pub does great food (01672 870280), a post office/grocery and off-licence. Turn here and return to the summit or to Wootton Rivers for the evening. Total cruising time from Great Bedwyn back to Devizes 9hrs

**Thursday:** Retrace your steps perhaps stopping for lunch at Wilcot Wide next to Ladies Bridge or at Honey Street. Moor for the evening no further away than Horton area to allow a timely arrival next morning before 09.00.

### 8.3 One Week



**DAY 1: 2pm -5pm:** Arrive at Devizes Wharf (SN10 1DX), load gear on to boat, park car, receive boat handover training (about 1hr) then set off for the Bridge Inn, Horton (01380 860273) or the Crown Inn, Bishops Cannings (01380 860218); you are advised to pre-book for a Friday night and note that neither pub serves food on Monday evening. Moor on towpath side of canal, not too close to a bridge or on a swing bridge landing stage.

**DAY 2:** Set off - it's 3hrs to Honey Street, 5hrs to Pewsey and for a great meal and real ale at the Waterfront Bistro/Bar (01672 564020) – but don't forget the scenery is idyllic along this beautiful 15 mile pound so there is no need to have to do any more than simply moor in the countryside for a picnic or barbeque lunch or dinner. At Pewsey Wharf the bustling village with its lovely museum is a mile down the road from the Wharf – the station, shops and pubs are here. Chocolate-box Wootton Rivers is an hour further: the most tranquil mooring at Wootton Rivers is above the second lock. The thatched Royal Oak Inn (01672 810322) is excellent for dinner if you wish. If you like boating you could, having ascended the four locks to the summit pound.

**DAY 3:** From the summit you will comfortably reach Hungerford today with a lunch stop at Great Bedwyn at The Three Tuns (01672 870280), a post office/grocery and off-licence plus the railway station. Hungerford is a lovely town with all facilities, famous for its antique shops, and has a nice wharf to moor at, space permitting.

**DAY 4:** This evening marks the half-way point of your week's holiday so REMEMBER to TURN before the day is out so you arrive back in Devizes in good time not to forfeit your deposit! This is a delightful section of canal with the infant River Kennet criss-crossing the canal all the way now. Towards Kintbury you might meet the horse drawn trip boat – remember to steer on the far side of the boat to where the horse is pulling! Turn at Kintbury for a relaxing week, perhaps returning to moor in the watermeadows below Hungerford. Adventurers may reach Newbury this evening but beware of long days back, as above: – no speeding or night boating please! Do not try to over-extend



your outward journey; most hirers go as far as Kintbury, but only a few make it to Newbury. Doing this means long days on board and missing some of the delights of Wiltshire along the way.

**DAY 5:** If you moored at Hungerford cruise back up to the summit, perhaps mooring before the tunnel to explore the Savernake Forest with dinner on board. If at Newbury, cruise back past Hungerford to reach either Hungerford Marsh or the top of the Froxfield Locks for a remote country mooring for the evening.

**DAY 6:** Both routes today should lead to an evening mooring in the Pewsey area, allowing around 6 hrs cruising back to Devizes on your last full day.

**DAY 7:** If you left Pewsey today, why not stop for a morning snack at the pretty 'wide' at Wilcot, or perhaps a barbeque in the countryside? Moor for the evening no further away than Horton to allow a timely arrival next morning before 09.00.

## **9. Turning Points**

*All turning points are suitable for all of our boats. You are advised to always point the bow into the arc of the turning point (usually the offside of the canal)- keep the stern in the deeper main channel whilst turning.*

### **Heading East: Honey Street**

**Wilcot Wide**

**Pewsey** (200m before wharf)

**Wootton Rivers** (200m before wharf)

**Burbage Wharf**

**Crofton Top Lock, & Engine House** (below lock)

**Great Bedwyn Wharf**

**Oakhill Down** (below Oakhill lock)

**Hungerford** (200m after wharf for our 57ft boats),

**Dreweatts Lock** (below lock)

**Kintbury** (100m after lock)

**Newbury – West Mills** (above lock) & **Newbury Wharf**

**Aldermaston** – below lock, before lift bridge

**Tyle Mill** – below lock and swing bridge

**Burghfield Island**

**Reading** – 100m before Blakes Lock

## 10. Water(W), Pumpout(P) & Rubbish(R) Points

*This is up to date as at November 2017: we cannot accept any responsibility for errors or omissions caused by changes to facilities since this time. Pumpouts are chargeable by purchasing a card token from the nearest canalside outlet.*

|                                    |            |
|------------------------------------|------------|
| <b>Heading East: Devizes Wharf</b> | <b>WPR</b> |
| <b>Horton Bridge Inn</b>           | <b>W</b>   |
| <b>Honey Street</b>                | <b>W</b>   |
| <b>Pewsey Wharf</b>                | <b>WPR</b> |
| <b>Wootton Rivers</b>              | <b>WR</b>  |
| <b>Crofton Lock 60</b>             | <b>WR</b>  |
| <b>Great Bedwyn</b>                | <b>WPR</b> |
| <b>Hungerford (Br 83)</b>          | <b>WPR</b> |
| <b>Kintbury</b>                    | <b>WR</b>  |
| <b>Aldermaston Wharf</b>           | <b>WPR</b> |
| <b>Tyle Mill Lock</b>              | <b>WPR</b> |

*N.B: No facilities beyond Tyle Mill/ in Reading*

## 11. Canalside Shops

By shops we mean anything from Village Stores 'V' (limited groceries), through Supermarkets 'S' (e.g. Coop, Tesco) to Giftshops 'G' (which include those selling ice creams and canalware). We only list those either canalside or within a well recognised 'short walk' from the canal. Assume opening hours of 9am to 5pm for all smaller shops, Monday to Saturday only and please be prepared for these hours to be reduced outside of school holidays.

|                      |           |                                    |
|----------------------|-----------|------------------------------------|
| <b>East: Devizes</b> | <b>GS</b> | All facilities                     |
| <b>All Cannings</b>  | <b>V</b>  | In Village ¼ mile from Br 133      |
| <b>Pewsey</b>        | <b>VS</b> | ¾ mile from Br 114 incl bakers etc |
| <b>Gt Bedwyn</b>     | <b>V</b>  | In village                         |
| <b>Hungerford</b>    | <b>GS</b> | All facilities                     |
| <b>Newbury</b>       | <b>GS</b> | All facilities                     |
| <b>Thatcham</b>      | <b>V</b>  |                                    |
| <b>Reading</b>       | <b>GS</b> | All facilities                     |

NB: Cashpoints are located in Devizes, Pewsey, Hungerford, Newbury, Thatcham & Reading.

## **12. TROUBLESHOOTING whilst afloat.**

*This section is specifically designed to help you to solve any problems that may occur whilst on your holiday without the need to waste time or money phoning us at base. In no way does this prevent you from seeking reassurance at any time whilst on holiday by calling us on:-*

**07879 731497**

***To use this section,** look through the alphabetical list to find the general title of the problem you may have e.g. Locks, Toilets then select the specific title of the problem most resembling yours....*

### **BILGE/BILGE PUMP**

***Note:** The boat has two bilges:-*

*The 'main' bilge is kept 'dry' and runs the length of the main cabin of the boat. It will only collect water through a leaking pipe or drain, or if the front doors are left open in a lock and a leaking gate sprays water into the boat.*

*The 'engine bilge' runs only around the engine bay, and is usually slightly wet - water dripping from the propeller shaft/stern tube will accumulate until disposed of by the automatic bilge pump therein. This is why the stern tube greaser, where fitted, should be tightened daily at the end of the day's boating. The pump is automatic.*

**Engine bilge appears full of water.** *Is the water up to the steel frames that support the engine? If so, call base. If not, and the water is only approx 20-50mm, this is normal and the pump will take water away automatically when approx 50mm is reached. Check later in the day and if the same/no worse do not worry!*

**Water appears at back of main cabin by steps & carpet is getting wet.** *You may well have a water or drain leak (the boat is NOT sinking!!!) Call base.*

### **CENTRAL HEATING**

**Radiators not getting hot.** *Is the heating turned on?*

*If No – allow at least 20 minutes before heat is likely to be felt in radiators. If still No, run engine. If still No, call base for advice.*

*If Yes – check all radiators and check each radiator at the bottom – are they part hot? Call base to seek further advice.*

## **COOKER**

**Cooker will not light – no ignition.** *On most boats the cooker can be lit by igniter. If this won't work, use matches but **CAUTION** do not light with a match if you can smell gas or have been trying to use the igniter for a while. If still the cooker will not light, see below.*

**Cooker will not light – no gas.** *If neither igniter nor matches will light the cooker you may be suffering gas starvation. Please follow these instructions carefully:-*

- a) turn all cooker knobs off*
- b) go to gas locker at stern on right (starboard) side and check the cylinder is turned 'on' - NO SMOKING*
- a) Retry lighting the cooker (don't forget to hold the knob 'in' as you light). Remember that if the gas was off it may take a minute before gas comes back through. Success? If No, call base.*

## **ENGINE**

**Engine won't start.** Can you hear the engine trying to turn over?

*If No, call base*

*If Yes, make sure you have pre-heated as demonstrated to you during Boating Tuition, apply some throttle and try again. Success?*

*If still No, call base*

**Engine alarm sounding whilst engine running**

- a) immediately after starting – rev engine up for a few seconds – success? If No, go to (b) below.*
- b) Whilst engine has been running/boating - check dials to establish which alarm is sounding (light should be showing) and shut down engine immediately. Call base*

**Engine labouring/stalling.** Are you in gear/underway?

*If No, call base*

*If Yes, come out of gear, give a burst of reverse gear, pause, a burst of forward gear, pause, resume normal power – has this solved the problem?*

*If No, repeat this exercise three times*

*If still No, moor up, shut down engine, remove keys, and check propeller for fouling (through weedhatch). Restart engine AFTER replacing weedhatch – has this solved the problem? If No - call base.*

**Engine won't stop**

*- have you turned the keys off before trying to press the stop button?*

*If Yes, turn keys back on and try again*

*If No, call base*

**Engine racing**

*Move throttle to neutral/mid position – is it still racing?*

*If Yes, call base*

**FLOODING**

*If you suspect that you may be floodbound or feel unsafe to move due to flooding, please call us BEFORE you do something you may later regret. Note that any delay or inconvenience caused through flooding cannot be deemed to be our responsibility!!*

**GEARBOX**

**Boat does not go into gear (engine still running).** *Have you ensured that you did not press the button (at the fulcrum of the throttle lever) when moving the lever or, have you left it pushed in from when you started the engine? To check, return throttle lever to full vertical position then try to engage gear again. If you still cannot engage gear, call base.*

**Engine has stalled in gear, or stalls when going into gear.** *You have probably got a fouled propeller. Turn engine off, take boat out of gear (throttle vertical) and follow instructions under 'Propeller'.*

**IGNITION**

**Engine will not start when key is turned (no engine sound at all).**

*Have you any alarms sounding when you turn the key?*

*If No, have you any power in the boat (lights etc?). If still No wobble the emergency battery isolator key and see if this gives power – if so try starting the engine now. If still no, call base.*

*If Yes, have you turned the key far enough –try again! If the engine still does not show any sign of starting, call base.*

**Engine turns over but will not start.** *Try to start again, but ensure that you preheat the engine for 15 seconds i.e. hold key under pressure so that the preheat light shows. If still unable to start, call base.*

## **LIGHTS**

**An individual light will not work.**

*Check other similar lights to check they work.*

*If Yes then a bulb/tube has blown – call base in office hours (we will only attend such a fault during normal working hours – not an emergency item).*

*If No, check fuses and replace if necessary.*

*If still No check all lights, TV etc. If these are all not working you may have flat batteries – turn engine on and recheck. (Note that in this case you will need to charge batteries next day for at least seven hours)*

*If still No, call base.*

**Several (but not all) lights fail to work.** *It is likely a trip switch has blown. Please check/push back in. If unsuccessful please call base.*

**No lights in boat whatsoever.** *Check that the fridge light, the TV, and the water pump have also all failed. You may have flat batteries. Turn on engine (make sure engine revs and that all warning lights/alarms go out) and retry lights etc after a few minutes. If still no power, turn engine off and call base.*

## **LOCKS**

**Lock will not fill/empty.** *Have you checked and/or closed all gates/paddles at the far end, and opened the paddles at your end?*

**Gate will not open or fully close.** *The gate may have something stuck under/in front of/behind it. Try pushing it the other way, then try pushing it again. If you still can't shift it please call base, noting which lock you are at before you call us!*

**Boat won't fit through gate.** *The gate is probably jammed. Reverse boat and refer to the section immediately before this one.*

**Water is cascading over the gate!!** *This is not as much of a problem as it may sound, but – if going uphill- do NOT allow the bow to go under*

*the water (DANGER OF SINKING!). Instead, keep the boat away from the front of the lock and only open one upper paddle a small part of the way until the water cascade ceases. Then allow the boat to return to the front of the lock before steadily raising both paddles as normal.*

**Pairs of Boats e.g. Hotelboats, Coal Boats, Historic Boats.** *These usually have an unpowered 'Butty' boat being towed by the Motor boat. Make sure you keep to the offside of any ropes pulling the butty!*

**Lock flights e.g. Wootton Rivers, Crofton.** *At such places you should endeavour to work with one person filling/emptying the lock ahead as you empty/fill yours so that water is not wasted – this is the sign of a professional boater. There should never be more than lockful of boats in the short lock pounds between locks for the same reason. If you meet a horse drawn, or bowhailed (pulled by a person), boat please ensure you pass on the opposite side to the towpath whichever way you are going so that you do not foul the rope!*

**No water between two locks!** *In a flight if you encounter this please call base!*

## **PROPELLER**

**Fouled Propeller.** *Symptoms of this will include excessive tiller vibration (or even a violent wobble when in gear). Smoky engine exhaust, engine labouring, or lack of progress. In extreme cases fouling can stop the engine instantly. Take the following action (except extreme cases-go to point g):-*

- a) Take boat out of gear*
- b) Engage reverse gear briefly but with plenty of revs.*
- c) Take boat out of gear again briefly.*
- d) Engage forward gear similarly*
- e) Out of gear again.*
- f) Engage normal forward gear/revs and establish if the fouling has been 'thrown off' i.e. the boat handles normally once more*
- g) If fouling persists, or if the engine stopped, moor up, turn engine off, move throttle to vertical position, and remove the keys (keeping them with you!)*
- h) Lift the rear deckboard, and remove the weedhatch placing to one side.*

- i) Roll you sleeves up and carefully put your hand through the hatch and water until you feel the three blades of the propeller. Beware of sharp objects that may be wrapped around it!
- j) Carefully try to unwind/ pull off whatever is wrapped around the propeller. Be aware that it may contain sharp fishing hooks, barbed wire, fishing line (which shreds cold hands!) etc, so do not exert excessive force before you have a safe grip!
- k) If necessary use a sharp kitchen knife to cut things loose – but be sure to tell us you have used such a knife so that we can replace it next hire.
- l) Ensure that all debris removed is binned and not thrown back into the water only to wrap around another propeller.
- m) Once you are sure everything is clear check that the propeller turns freely. Then clean the lip of the weedhatch to ensure that no debris will compromise the seal when the hatch is refitted.
- n) Refit the hatch carefully and centrally. Then fit the locking bar, ensuring the screwbolt locates in the centre ring. Tighten up this very well – should you not do so the boat may SINK!
- o) Once clear of the weedhatch, BEFORE you replace the deckboard, turn on the engine and put into first forward, then reverse, gear. Check that there is no leakage of water through the weedhatch seal. If there is leakage, repeat steps (g) (h) & (n)
- p) Once you are sure the seal is watertight replace the deckboards and resume cruising.

**RUDDER** – see tiller below

#### **SHOWER/SHOWER DRAIN**

**Shower will not go hot.** Ensure shower is fully turned on, that temperature control is in a mid position (i.e. not on coldest setting), and that water has run for at least 2/3 minutes.

*If still cold – turn on heating and/or engine. Water should reheat in 20 minutes*

*If STILL cold, contact base.*

**Shower does not drain.** All pumps are automatic. Check lights work – if so check trip switches – if OK call base, if not replace reset trip and repeat process. If trip blows again call base.



## **SWINGBRIDGES**

**Bridge won't move.** *Have you unlocked the padlock / bolt securing the bridge at the side/ground with your BW key windlass? Are you pushing the buttons and/or the right way? If still no movement please call CRT.*

## **THROTTLE**

**Throttle will not engage gear.** *See 'Gearbox'*

**Throttle moves but engine revs do not alter.** *Call base – you may have a broken control cable.*

**Throttle moves and engine revs but no gears.** *Check the central button is 'out' (see 'Gearbox'). If still no gears, call base – you may have a broken control cable.*

## **TILLER**

**Tiller loose/appears wobbly.** *Is the tiller so loose that you cannot steer? If yes – call base – the tiller locking nut needs adjustment. If no, but steering is hard and the whole tiller/rudder seems to be 'floating around' you have probably dislocated the rudder on a lock sill – call base (note that this is a chargeable repair).*

**Steering is always out of line.** *Stop the boat (no need to tie up – a good time to do this is at a lock or whilst moored). Put the tiller in a straight line with the boat i.e. as if you were trying to steer straight. Look over the back of the boat (stern) to find where the rudder appears to be sitting. It should be under the back fender in a more or less dead central position. If yes, your steering needs practice. If no, call base.*

**Note:** *No two boats will handle identically. Forces such as hull profile, propeller swing direction and pitch will all influence the handling of each boat. We recommend you steer by eye i.e. by looking forward as you steer rather than looking at the tiller for a straight line!*

## **TOILET/TOILET TANK**

**No flushing water.** *Is the water pump on, and the toilet emergency valve open?*

*If the pump is off CHECK who turned the pump off and why BEFORE you turn it back on!*

*If the pump is on, try a tap instead – if there's no water, listen to hear if the pump's running. Go to 'Water' below.*

**Toilet will not empty.** *Is the loo full, or blocked? Use a mooring stake and GENTLY try to push any obstruction through the toilet down into the tank. Has this cleared the problem? If No - tank is probably full - call base – you may need a pumpout. DO NOT USE TOILET FURTHER, until pumpout is complete! If advised by base to proceed to another boatyard for a pumpout which the base advises is at their cost, please obtain a receipt.*

#### **Toilet Full/Overflowing**

- a) SHUT OFF WATER IMMEDIATELY – by turning off either valve by toilet and/or switching water pump off.
- b) Try to flush toilet – does the bowl empty?  
*If Yes – turn pump &/or valve back on and resume normal use*  
*If No – see above 'Toilet will not empty'.*

#### **TV/ DVD/ RADIO**

**No power/will not switch on.** *Check that you are pressing the correct button. Then check lights –are they working? If No, start engine and then repeat above. Your batteries were flat and will therefore need at least 7 hours charging today! If you have lights but no TV check the trip switches. If still no TV call base.*

**Power but distorted picture.** *Note that TV reception on canals is very poor due to the proximity of the boat to ground level! Ensure that you have plugged the aerial in outside. If it is still a poor picture try to re-tune the TV or move the boat and then retune the TV. Note that we will not attend callouts for this problem as it is 95% likely to be reception and therefore out of our hands!*

#### **WATER/ WATER PUMP**

**No water comes out of taps.** *Is the pump running?*

*If Yes – you've run out of water! Switch water pump off immediately, find next waterpoint, fill tank up, turn pump back on and run water through all taps and showers and toilets to reprime pump.*

*If No, is the pump switched on? If not, turn it on!*

*If still no success check trip switches.*

*If none of the above work, call boatyard for assistance.*

### ***We would Appreciate Your Comments!***

We hope that your holiday, however short or long, has been the best you could have had. To help us to maintain our high standards and friendly, yet efficient, service we would appreciate a few moments of your time to make any comments you feel appropriate in the space below. Please ensure you complete the boat and hire date details so that if necessary we can respond in due course....

**BOAT:**\_\_\_\_\_ **HIRE DATE:**\_\_\_\_\_

**YOUR COMMENTS:-**

**Overall holiday rating (out of ten):**\_\_\_\_\_

**Please ensure you tear this sheet out and hand it to our staff upon your departure,**

**THANK YOU.**

## **USEFUL INFORMATION**

### ***DAILY CHECKS***

*Morning – check oil and water*

*Evening – screw stern greaser down/ check bilge*

### ***NAVIGATION PROBLEMS?***

*Canal & River Trust - 0800 4799947*

### ***BOAT PROBLEMS OR QUERIES?***

*Call us: - 07879 731497*

### ***MEDICAL PROBLEMS?***

*Non urgent medical advice – NHS direct 111*

*Emergency (ambulance required) - 999*

**YOUR BOAT NAME:** .....

**BOAT LENGTH:** .....ft

**MAX. CAPACITY:** Moonraker - 4 persons (*overnight*)\*

**All other craft – 6 persons (*overnight*)\***

*\*(2 extra persons allowed by day only)*

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