



ENGLISH HOLIDAY CRUISES - BOARDING INFORMATION

We are delighted that you have booked your holiday with English Holiday Cruises. We are a family company and very much want to make you welcome and comfortable. The following information is to help you plan what to bring, understand the facilities on board and to make sure your boarding is as effortless as possible. It is essential reading!

BOARDING: Boarding and disembarkation and boarding meal times are:

	Weekend	Mid-Week	Heritage	Cruise to Views	Full River
Boarding FROM	Friday 6pm	Tuesday 5pm	Sunday 6pm	Friday 6pm	Sunday 5pm*
Boarding meal time	Friday 7.00pm	Tues 6.30pm	Sunday 7.00pm	Friday 7.00pm	Sunday 6.30pm
Disembarkation	Sunday 1pm	Friday 1pm	Thursday 11am	Thursday 11am	Sat 9.30am

*Before 15th May and after 15th September only, the Full River Cruise will board at 4pm.

Please note this timing may not be the same as advertised. If you are coming by car, please park beside the vessel at the boarding time and we will help you with your luggage. After you have boarded we will guide you into our parking area. The vessel will remain at its mooring in Gloucester until the morning after boarding, EXCEPT in the case of the Full River Cruise, which departs within one hour of the boarding time shown. The emergency 'phone line for the vessel is 07540-821509. Please call this number only if you expect to be late for boarding a Full River Cruise or, for other cruises if you expect to arrive after the boarding mealtime. Your friends or family may also use this number during your holiday in cases of emergency.

DIRECTIONS: The boarding point is Alexandra Quay, Gloucester Historical Docks, Gloucester, GL1 2LG. Directions and a map are provided at the end of this boarding information. Please note that the brown road signs to the 'Historic Docks' will take you to the wrong side of the docks in the last few hundred yards. As a result you may be tempted to cross the bridge on Llanthony Road to reach us but Llanthony Bridge is now closed to traffic and you will be fined if you cross it, so please follow our directions.

EARLY ARRIVALS: Unfortunately we cannot take passengers on board before the stated boarding times. However, we appreciate that many of you may decide to come to Gloucester early. On Sundays it is possible to park next to the vessel free of charge but on other days these parking bays are reserved for office workers. The next closest parking is available at the Gloucester Quays Designer Outlet Centre and you will see signposts to this as you come into the city. As the boarding time approaches office workers will be vacating the parking bays beside the boat and you should then bring your car around to park there. Passengers who are travelling by public transport should aim to arrive as close to the boarding time as possible.

CAR PARKING: We offer 'in-line' car parking in an area of the docks which we rent not far from the boat. We collect the charge of £5 per night per car after you board in Gloucester. Our crew must guide you into the parking area, so it is not available before the boarding time. All cars are parked at owner's risk.

BOARDING MEAL AND LIVE ENTERTAINMENT: For all cruises boarding on a Friday evening we are introducing a grand Friday Showboat Night in place of our usual Saturday or Sunday evening entertainment. This will also apply for the final night of the Full River Cruise. The Showboat Night will consist of a special three course meal followed by live entertainment and will be held on the Oliver Cromwell, moored up right next to the Edward Elgar. This gives passengers a chance to experience an evening on our Paddle Wheeler, with plenty of room for dancing for those who would like to. We believe this will make these particular nights much more of an occasion than previous arrangements. Passengers boarding on Tuesdays and Sundays will have their boarding meals and entertainment on the Edward Elgar, as previously advertised.

LAYOUT: The Edward Elgar has three decks. The top deck is the open viewing deck on the roof. The upper deck is where the bar and restaurant are situated with access to the outside. The lower deck accommodates 11 outside twin en-suite cabins. Between each deck there are approximately 10 easy rising steps and most people manage these without difficulty. There is a handrail on each side of the main staircase. There is no public toilet on board and passengers use the toilets in their own cabins.

CABIN POWER POINTS: Each cabin has a shaving point and 240V regular three pin socket. Please do not bring any high current appliances to use in this socket. The maximum power rating is 1000W or 4 amps. If you have any doubts about a particular piece of equipment you want to use on board please give us a call and we will

find out if it is suitable. There is no problem with low current equipment such as mobile phone chargers. We do have some hairdryers on board which you are welcome to borrow.

PACKING: Wardrobe facilities are quite restricted so please bear this in mind when you pack. There is ample space under the beds for your suitcases. Towels and an amenity pack are provided.

TOILETS: The toilets are not domestic toilets and we urge you not to put ANYTHING down the toilets except the paper provided and your normal bodily functions or they will get blocked up, especially by wet wipes. A bin is provided for sanitary items, wet wipes, cotton wool, cotton buds, etc. You will be reminded of this when you board as it is very important to the crew!!

VENTILATION: All cabins have air conditioning which can be switched on or off by passengers in their cabins. The thermostat will be preset to the optimum setting so please leave it at the preset position or ask the crew. A separate system constantly provides fresh air to the cabins and is not affected by whether the air conditioning is on or off. Please note that the windows in the cabins do not open.

DRESS CODE: The cruises are very relaxed and there is no need to dress formally at any time. However, some passengers enjoy dressing up a little in the evenings.

MEALS: You will be asked to select your evening meal choices at lunchtime each day. Please do not leave the boat before giving your meal choice to the crew. A continental breakfast is served on the last morning of each of our cruises. Any special dietary requirements must be given to us before the cruise, including diabetics and coeliacs, so that we can make sure we have the right things on board for you.

DRINKS: There are no tea making facilities in the cabins for safety reasons. However, on the upper deck there is self service tea and coffee available free of charge at most times of the day. There is also a chilled water fountain alongside the tea and coffee. We provide a flask of fresh drinking water in each cabin because the cabin tap water is not suitable for drinking. There is a bar on board which accepts cash only. As in any hotel, only drinks purchased at the bar may be consumed on board, except in your cabin.

SMOKING: In accordance with legislation, our vessel inboard areas are non-smoking. Please smoke only on the outside decks and make sure that your cigarettes are fully extinguished and the stub is disposed of safely.

TELEVISION: We do not have a television on board the Edward Elgar as reception is very poor on our routes.

LOCAL GUIDES: We will make a supply of leaflets available to help you find your way to local places of interest and to spot interesting sights as we cruise along the river.

GRATUITIES: We do not include gratuities in the price of your cruise so they are entirely at your discretion. You will normally have the same crew throughout the cruise and any recognition of their hard work will be greatly appreciated by them. An envelope for this purpose will be found in your cabin and can be posted in a box in the main saloon. If you would like any guidance, we have found that the average amount that passengers choose to leave is around £5 per night per cabin, but of course this does vary widely. It is our policy that crew members share all gratuities equally between them.

MOBILE PHONES: There has inevitably been an increase in the use of mobile phones on our cruises and we understand that passengers need to be contactable. However, the peaceful enjoyment of our passengers is very important to us and you are therefore asked not to use mobile phones whenever you are in the company of other passengers. If you use your mobile phone anywhere on the vessel please move away from other passengers and speak as softly as possible. Please note that you will not always be able to get a mobile phone signal in your cabin and in some of the areas visited on the cruise.

WHEELCHAIRS: We are happy for you to bring a folding wheelchair on board and it can be stored on the upper deck close to the main entrance. Please make sure we are informed beforehand as only a certain number of wheelchair users can be on board on any one cruise. The cruise is not suitable for anyone who is totally wheelchair bound and cannot manage stairs.

PASSENGER SAFETY: There are inevitably some risks associated with boarding and living on a boat. We take a number of steps to minimise them but we need your cooperation. In particular, please listen carefully to the safety briefing at the start of your holiday and carefully read the safety guidance provided in your cabins.

ENGINE NOISE: The engine and night time generator are located at the rear of the vessel. Engine noise will only occur during the day whilst cruising. We installed a new generator at the end of 2008 which is very quiet. There is always some background noise on a boat but we have made all efforts to minimise it.

FURTHER INFORMATION: If you have any further questions before the cruise, please feel free to call the office on 01452 410411 for more information. Sam or Judith will be happy to help you. Alternatively, visit our website www.englishholidaycruises.co.uk

FINALLY, ENJOY YOURSELF AND RELAX. It is our top priority to help you enjoy a relaxing holiday.

DIRECTIONS: The boarding point for our vessel is Alexandra Quay, Gloucester Docks, Gloucester, GL1 2LG. Some roads leading to this mooring are very new and others are closed to traffic so we strongly recommend that you follow the instructions below rather than using a satellite navigation system. In particular, **DO NOT CROSS LLANTHONY BRIDGE** because this has now closed to regular traffic and fines are being issued to illegitimate users.

FROM NORTH

- Leave the M5 at Junction 11 and turn right (signposted A40 Gloucester).
- At the next roundabout take the 3rd exit (A40 Historic Docks etc).
- At the next roundabout take the 2nd exit (A40 Forest of Dean etc) do not turn left – signed Historic Docks etc
- At the next roundabout take 1st exit (Gloucester A417, Gloucester Quays, etc).
- At the traffic lights turn right (Bristol/Stroud/A38/M5 South) do NOT go straight on - signed Historic Docks
- Proceed along Castlemeads Way (Gloucester South West Bypass).
- At the traffic lights turn left into Llanthony Road.
- Go straight on (ignoring road closed signs) and turn left into the docks just before the lift bridge.

FROM WEST

- From Ross/A40. At the roundabout turn right (signposted Gloucester A417).
- At the traffic lights turn right (Bristol/A38/M5 South (do NOT go straight on to 'Historic Docks')).
- Proceed along Castlemeads Way (Gloucester South West Bypass).
- At the traffic lights turn left into Llanthony Road.
- Go straight on (ignoring road closed signs) and turn left into the docks just before the lift bridge.

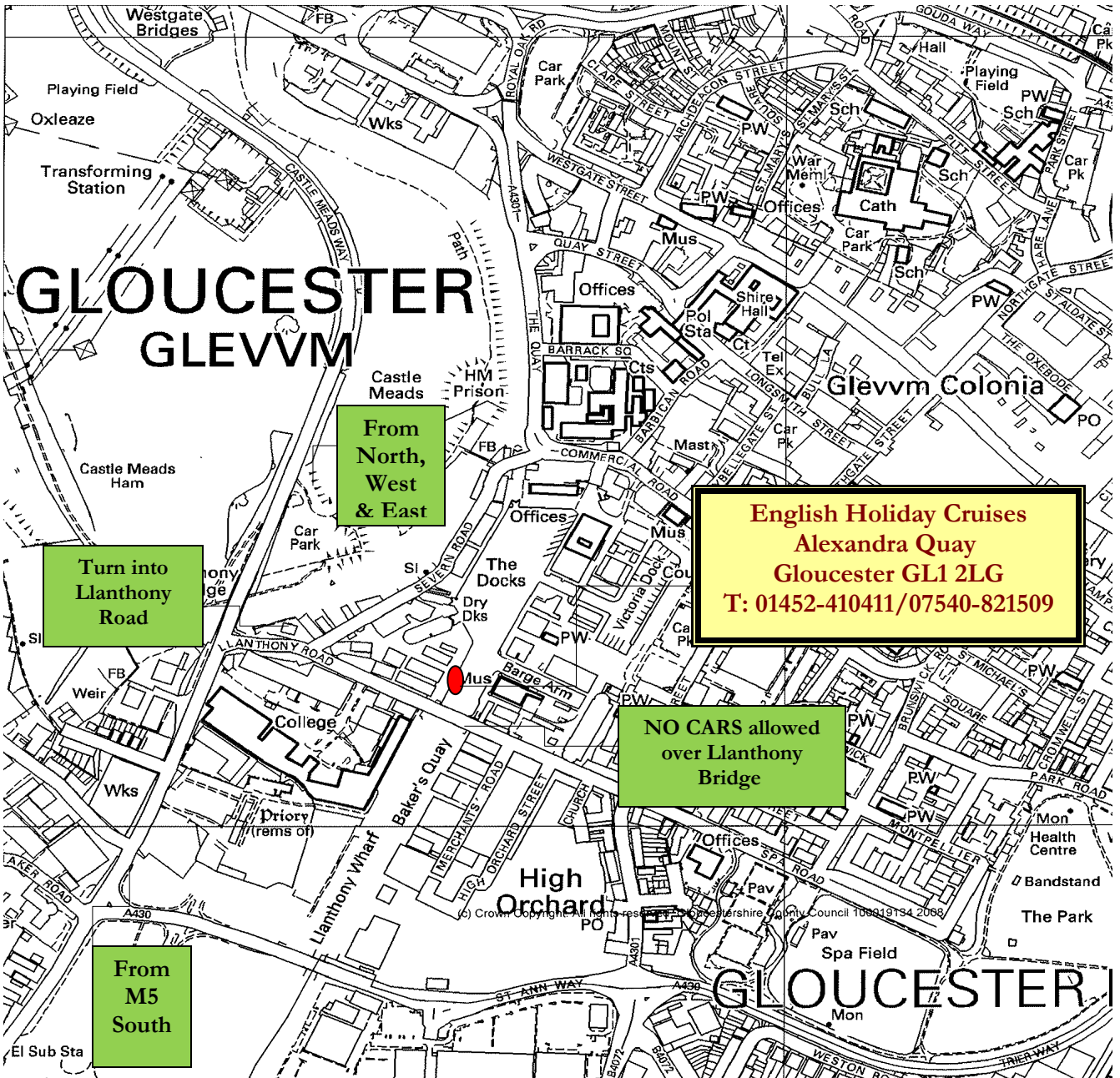
FROM SOUTH

- Leave the M5 at Junction 12 and turn left (signposted Gloucester/Historic Docks).
- At the roundabout take the 3rd exit (Gloucester/Historic Docks/A38)
- At the next roundabout take the 1st exit (Gloucester/Historic Docks).
- At the next SEVEN sets of traffic traffic lights go straight on (Gloucester Quays).
- At the long roundabout take the 3rd exit (effectively straight on).
- At the next traffic lights go straight. (Note – turn right here for Gloucester Quays and the Designer Outlet car park).
- At the next traffic lights turn right into Llanthony Road.
- Go straight on (ignore road closed signs) and turn left just before the liftbridge into the docks.

FROM EAST

- Leave the M4 at Junction 15 (Swindon)
- Follow signs to the A419 Cirencester and then A417 to Gloucester.
- Take 1st exit at roundabout next to Air Balloon pub
- At next roundabout take the 2nd exit (signposted City Centre/ A38 Historic Docks).
- At the next roundabout take the 3rd exit (A40, Forest of Dean, etc). Do not go straight on to the City Centre.
- At the next roundabout take the second exit (A40, Forest of Dean, etc).
- At the next roundabout take the 2nd exit (A40 Forest of Dean etc) do not turn left – signed Historic Docks etc
- At the next roundabout take 1st exit (Gloucester A417, Gloucester Quays, etc).
- At the traffic lights turn right (Bristol/Stroud/A38/M5 South) do NOT go straight on - signed Historic Docks
- Proceed along Castlemeads Way (Gloucester South West Bypass).
- At the traffic lights turn left into Llanthony Road.
- Go straight on (ignoring road closed signs) and turn left into the docks just before the lift bridge

NOTE: A map is available on the back of this page.



GLOUCESTER GLEVVVM

From
North,
West
& East

Turn into
Llanthony
Road

English Holiday Cruises
Alexandra Quay
Gloucester GL1 2LG
T: 01452-410411/07540-821509

NO CARS allowed
over Llanthony
Bridge

From
M5
South

GLOUCESTER