

BOARDING INFORMATION

THE RIVER SEVERN HERITAGE CRUISE (CRUISE TWO)

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.

BOARDING: Boarding time is 6 p.m. **Due to popular request this is earlier than the time stated in the brochure.** If you are coming by car, please park beside the vessel and we will help you with your luggage. After you have boarded we will show you where to park your car. The meal will be served at 7 p.m.

EARLY ARRIVALS: We appreciate that many of you may decide to come early and have a look around Gloucester and it may be possible to park near the vessel. The parking there is currently unrestricted but may not be for long. We suggest you park at the new Gloucester Quays Shopping Centre which is clearly signposted and is very close to our moorings. The new Tea Shop on the Oliver Cromwell Paddlewheeler (moored beside the Edward Elgar) will be open so there will be a convenient place for you to wait and buy refreshments. Passengers who are travelling by public transport can leave their baggage on the Oliver Cromwell until boarding time.

DISSEMBARKING: On Thursday we disembark at 11.30 p.m.

DIRECTIONS: The boarding point for the Edward Elgar is Alexandra Quay, Gloucester Historical Docks, Gloucester, GL1 2LG. Directions are provided on a separate sheet enclosed with this boarding information. Please note that the regular brown road signs to the 'Historical Docks' will take you to the **WRONG SIDE** of the docks in the last few hundred yards, so please follow our directions.

CAR PARKING: We can provide car parking in for a charge of £4 per night per car. We collect this money separately when you board in Gloucester. When you arrive by car you can use one of the temporary spaces next to the boat. Please note our request above not to bring your car to the vessel before 6 p.m. After you have removed your luggage, our crew will direct you to our official car park which is at another location nearby. All cars are parked at owner's risk.

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 ensuite 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.

CABINS: Each cabin has a shaving point and 240V 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. 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. 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 at certain times of the day. As the water in the cabins is not suitable for drinking we provide bottled water in the cabins free of charge. There is also a bar on board which accepts cash only. The Captain's cocktail party is on Saturday evening. As in any hotel, only drinks purchased at the bar may be consumed on board, except in your cabin.

SMOKING: In accordance with legislation, both vessels are non-smoking in all inboard areas. 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 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. The Captain will also brief you on the local sights at each port of call, while the crew will also help with questions.

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 the 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 to restrict the use of mobile phones to your cabin and not use your mobile phone in any public areas inside the vessel. If you use your mobile phone anywhere on the decks 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 some of the areas visited on the cruise, especially in Upton on Severn and sometimes in Tewkesbury.

WHEELCHAIRS AND HEALTH MATTERS: We are happy for you to bring a folding wheelchair on board and it can be stored beneath your bed. 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. We are sorry but we cannot take anyone on board who suffers from incontinence. Our crew are not expected to cope with any medical problems that create situations where cleaning up is needed. Of course we always have someone on board who is fully trained in first aid and to deal with emergencies.

PASSENGER SAFETY: 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 have just installed a new generator which is extremely quiet. There is always some background noise on a boat but we have made all efforts to minimise it.

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

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.