



# private charter tariff **2012**



**Company events**

**Staff incentives**

**Anniversary events**

**Family parties**

**Retirement events**

**Henley Regatta**

**End of term parties**

**Windsor races**

**Wedding receptions**

**18th & 21st birthdays**

**Birthday parties**

**Golden weddings**

**Private tours**

**Engagement parties**

**Hen nights**



**FRENCH BROTHERS**



# Booking form

Please post to (should fit a window envelope)

**French Brothers Ltd.**  
**The Clewer Boathouse**  
**Clewer Court Road**  
**Windsor, Berkshire**  
**SL4 5JH**



OFFICE USE ONLY

Job ref no

**ORGANISER DETAILS:** Name \_\_\_\_\_

Company / Group name \_\_\_\_\_

Address \_\_\_\_\_

Invoice address (if different) \_\_\_\_\_

Email address \_\_\_\_\_ Fax \_\_\_\_\_

Telephone : Daytime \_\_\_\_\_ Evening \_\_\_\_\_

**HIRE DETAILS:** Date of trip \_\_\_\_\_ No. of passengers \_\_\_\_\_

Embarkation point \_\_\_\_\_ Time \_\_\_\_\_

Disembarkation point \_\_\_\_\_ Time \_\_\_\_\_

**CATERING REQUIREMENTS:** No. of guests to be catered for \_\_\_\_\_ No. of vegetarians \_\_\_\_\_

Menu code and description \_\_\_\_\_

Any other dietary requirements? \_\_\_\_\_

**BEVERAGE REQUIREMENTS:** Please quote exact quantities of drinks required i.e. no. of glasses on arrival & exact no. of bottles of wines to be ordered.

On arrival drinks \_\_\_\_\_ No. of glasses \_\_\_\_\_

Wines with meal (please give quantities) Red \_\_\_\_\_ White \_\_\_\_\_

Other requirements (i.e. Champagne for toast) \_\_\_\_\_ Time required \_\_\_\_\_

Or please select a drinks package \_\_\_\_\_

**BAR PAYMENTS:** Please specify (Cash or Account or Other) \_\_\_\_\_

**ENTERTAINMENT REQUIREMENTS:** Disco  Jazz band  Casino  Murder Mystery

Other live band  (please specify) \_\_\_\_\_ Own entertainment  (please specify) \_\_\_\_\_

Decorations  (please specify) \_\_\_\_\_ Background music  Other  \_\_\_\_\_

Other information \_\_\_\_\_ Where did you hear about us? \_\_\_\_\_

**PAYMENT:** Cheque  Credit card  Amount £ \_\_\_\_\_

Credit card no \_\_\_\_\_

Exp / Valid from / 3 digit security \_\_\_\_\_ Issue no \_\_\_\_\_

Email: sales@frenchbrothers.co.uk

Tel: 01753 827346 / 851900

Fax: 01753 832303

I agree to the terms and conditions overleaf, I am over the age of 18 & will pay the balance 14 days before the hire date

Signed \_\_\_\_\_ Date \_\_\_\_\_

Tick to opt out of model release of promotional photographs (see section 13 of booking terms)

# Charter Rates

**2011 charter rates held!**

**Daytime hire** - normally ends at 17.30

Half day hires are for a 4 hour period in the morning or afternoon	Monday to Friday		Saturday & Sunday	
	Full day	Half day	Full day	Half day
Boat Capacity	£	£	£	£
up to 150	1675	1175	1850	1300
up to 100	1275	950	1475	1050
up to 90	1200	850	1300	950
up to 70	1050	740	1150	825
up to 50	950	630	1050	725

**Evening hire** - normally 19.30 to 23.30

	Sunday to Thursday	Friday & Saturday
Boat Capacity	£	£
up to 150	1400	1550
up to 100	1050	1175
up to 90	925	1050
up to 70	825	950
up to 50	725	850

**20 person special** - boat hire for smaller parties of up to 20 guests (\*terms and conditions apply)

Boat capacity up to 20 special*	up to 4 hours £550
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**Premier vessels** - up to 4 hours hire

	4 hour hire	Additional hourly charge
Vessel	£	£
S.L. Nuneham	1600	300
S.L. Streatley	1600	300
Bray Royale	1000	200
Windsor Majesty	1100	225
Lady Margaret Anne	1100	225
Windsor Sceptre	1100	225

Boat hire is currently zero rated for VAT

## Entertainment

Disco	From £230 + vat
Resident Jazz Band	From £670 + vat
String Quartet	From £670 + vat
Caribbean Steel Band	From £795 + vat
Alternative Bands	From £850 + vat
Harpist	From £440 + vat
Solo Entertainer	From £440 + vat
Duo	From £560 + vat
Magician	From £500 + vat
Children's Entertainer	From £250 + vat
Casino	From £350 + vat
Murder Mystery	From £700 + vat
Background Music	From £45 + vat

## Decorations

Small boat	From £160 + vat
Medium boat	From £185 + vat
Large boat	From £220 + vat
Themed	From £250 + vat
Banners	From £130 + vat
Posies	From £28 + vat
Bouquets	From £45 + vat
Pedestals	From £180 + vat

**CLEAR PRICING POLICY - NO HIDDEN EXTRAS**  
**No credit card surcharge - No minimum cover charge**  
**No service charges**  
**Placement fee to non standard departures charged fairly and only at cost - please ask for details.**

# Menus



## Morning Coffee

MC1 £1.10 per person + VAT

Freshly brewed coffee or tea

MC2 £3.95 per person + VAT

Freshly brewed coffee or tea  
Assorted mini Danish pastries  
Shortbread biscuits

## Continental Breakfast

FA2 £8.95 per person + VAT

Selection of morning goods to include:

Almond Danish  
Pain au chocolat  
Pain au raisin  
Muffins  
Croissant with butter & preserves  
Platter of fresh fruit  
Freshly brewed tea or coffee

## Breakfast / Brunch

FA3 £8.95 per person + VAT

Oak smoked bacon  
Cumberland sausage  
Tomatoes  
Poached egg  
Mushrooms  
Baked beans  
Freshly baked rolls  
Freshly brewed tea or coffee

## Afternoon Teas

FT3 £7.50 per person + VAT

Selection of deep filled sandwiches  
Fruit scones with butter, preserves & clotted cream  
Selection of luxury biscuits  
Freshly brewed tea or coffee

FT4 £9.35 per person + VAT

Assortment of deep filled sandwiches  
Luxury country scones with butter preserves & clotted cream  
Shortbread fingers  
Fruit tartlets  
Victoria sponge  
Freshly brewed tea or coffee

## Appetisers

FA4 £3.75 per person + VAT

Tortilla chips with salsa  
Crudités with a selection of dips  
Peanuts and crisps  
Stuffed olives and gherkins

FA5 £5.15 per person + VAT

Selection of freshly baked rustic bread sticks with flavoured oils and balsamic vinegar  
Marinated olives  
Harissa almonds  
Root vegetable crisps

## Finger Buffets

FF1 £8.75 per person + VAT

Selection of deep filled sandwiches  
Crispy chicken fillets with salsa  
Selection of quiche fingers  
Vegetarian samosas  
Sausage rolls  
Battered vegetables with a sweet chilli dip  
Pizza bites  
Prawn parcels

FF2 £13.25 per person + VAT

Selection of deep filled sandwiches  
Bruschetta topped with juicy plum tomato, fresh basil and mozzarella  
Cajun chicken wings  
Chipolatas with honey and chilli dip  
Chicken sate with peanut dip  
Butterfly prawns  
Mini thai fishcakes with sweet chilli sauce  
Mini savoury quiche

FF3 £18.75 per person + VAT

King prawns served with garlic, salsa & sweet chilli dips  
Selection of deep filled sandwiches  
Skewered chicken tikka with a yoghurt and mint dip  
Crispy duck and hoisin spring rolls  
Greek style vegetable parcels  
Wings of fire  
Savoury Indian selection  
Smoked salmon blinis  
Cumberland sausages with Dijon dip  
Exotic fruit platter

## Barbecues

BQ3 £15.95 per person + VAT

8oz Sirloin steak  
Succulent shrimp  
Tossed salad  
Hot new potatoes  
Roll and butter  
Selection of desserts

BQ4 £17.25 per person + VAT

Minted lamb kebab  
American style beef burger  
Marinated chicken piece  
Corn on the cob  
Jacket potato  
Mixed leaf salad  
Tomato and coriander salad  
Spicy rice salad  
Coleslaw  
Roll and butter  
Selection of desserts

BQ5 £17.75 per person + VAT

Sirloin steak  
Lamb chop  
Pork and leek sausage  
Barbecue spare rib  
Jacket potato  
Caesar salad  
Coleslaw  
Baby beetroot  
Pasta salad  
Roll and butter  
Selection of desserts

(V) Vegetarian BBQ £15.00 per person + VAT

Vegetarian sausage  
Roasted corn on the cob  
Mediterranean vegetarian kebab  
Vegetarian quarter pounder  
Roll & butter

Your vegetarian options will be complemented by the salad, potato choice and dessert within your main barbecue menu.





## Boatmans Hearty Buffet

£15.95 per person + VAT

Crusty French bread with butter  
Hunks of finest English Cheddar cheese  
Pork pie & Scotch egg segments  
Whole tomatoes  
Large spiced pickled onions along with gherkins, piccalilli and Branston pickle  
Slices of honey roast ham  
Mixed leaf salad with apple slices  
coleslaw

Individual fruit pies for dessert

## Cold Fork Buffets

Choose any 3 of the following main dishes and 3 salads for £18.75 per person + VAT

Or

Choose any 5 of the following main dishes and 5 salads for £29.95 per person + VAT

Main courses:

Breast of chicken in a coronation sauce  
Glazed honey roast ham  
Dressed whole salmon  
Sliced roast sirloin  
Crispy duck salad  
Chicken and pomegranate salad  
Crab and leek flan  
Guinea fowl and pancetta salad with pistachios  
Seafood platter  
Roasted pepper stuffed with pesto roasted vegetables (v)  
Roquefort, spinach and baby onion flan (v)  
Asparagus and walnut tartlet (v)

Salads:

Caesar salad  
Pickled fennel with mustard seeds  
Rocket & parmesan shavings  
Crunchy coleslaw  
Potato & chive  
Mediterranean pasta salad  
Mixed leaf salad  
Roasted vegetables with coriander and lime dressing  
Greek salad  
Seasoned hot new potatoes

Also included:

Roll and butter  
Chef's selection of desserts

Dessert can be replaced with strawberries and cream at an additional cost of £1.95 per person + VAT (Seasonal)

An additional main course can be added at an extra £4.65 per person + VAT

An additional salad can be added at an extra £1.95 per person + VAT

## Canapés

(5 bites per person)

CP1 £12.00 per person + VAT

Cajun chicken with apricot prune and raisins on croute  
Carpaccio of beef with black olive tapenade, rocket and parmesan  
Tricolor of salmon nori tower  
Smoked mackerel with slow roasted cherry tomato and horseradish on croute  
Mixed pepper provencal on crostini (v)  
Italian bruschetta with sundried tomato, mint oil, pine nuts and basil (v)

CP2 £14.00 per person + VAT

Pink lamb fillet topped with lime pickle on rice cake  
Duck confit with plum and spring onion on triangle walnut croute  
Rose of smoked salmon with keta and crème fraiche on blini  
Crayfish with avocado salsa and polenta  
Tartlet of blue cheese with pear and walnuts (v)  
Sweet potato duchess with red currant on walnut toast (v)

## Hot Fork Buffets

Choose any 3 of the following for £25.85 per person + VAT

Rosemary lamb with pot roasted vegetables  
Chicken forestiere  
Breast of duck with wild mushroom & tarragon sauce  
Creamy pork stroganoff  
Thai green chicken curry with rice  
Beef olives with peppercorn sauce  
Chilli con carne  
Spinach and mushroom roulade (v)  
Baked salmon with creamy sorrel sauce  
Courgette and herb risotto (v)  
Also included:  
Seasonal vegetables and potatoes chosen by our Head Chef  
Roll and butter

Selection of desserts

An additional main course can be added at an extra £8.75 per person + VAT

## Formal Dining Menus

Please choose 1 starter, 1 main course and 1 dessert for your entire group at £36.00 per person + VAT

Starter:

Sliced smoked salmon on a bed of rocket with a lemon drizzle  
Warm roasted beetroot and goats cheese salad (v)  
Fresh fig and parma ham with lemon and honey dressing  
Sliced smoked duck with baby spinach and an orange and lime dressing  
Chicken and green peppercorn terrine with red onion confit  
Chargrilled vegetable salad with sweet pepper coulis (v)

Main course:

Roasted rack of lamb with a herby crust  
Supreme of chicken with roasted peppers and chorizo  
Medallion of beef with a stilton crust and Madeira jus  
Poached sea trout with sorrel hollandaise  
Pork tenderloin with a creamy juniper berry sauce  
Supreme of salmon served with a light sorrel and king prawn cream sauce  
Crispy spiced duck with ginger and honey  
Fresh pea risotto topped with rocket (v)  
Red onion and goat cheese bundle (v)

Dessert:

Raspberry, white chocolate and blueberry torte  
Passion fruit creme brulee  
Lemon tart  
Belgian chocolate tart  
Summer pudding  
Chocolate and mascarpone cheesecake

Followed by

Freshly brewed coffee and mints

Additional requirements:

Petits Fours - £2.50 per person + VAT  
Continental cheese board with biscuits and grapes - £3.75 per person + VAT

Please advise us on special dietary requirements which can be catered for separately.

The above menu prices have been shown EXCLUDING VAT. VAT will be added at the appropriate rate (currently 20%). This is so that customers can budget in the event of any changes to VAT.



# Wine list



## White Wines

	Excluding VAT
Louis Eschenauer Sauvignon Blanc, VdP d'Oc - France A lovely grassy nose with a crisp citrus style.	£12.00
Euca Hill Chardonnay - Australia A fantastic un-oaked Chardonnay. With surprising elegance and fabulous fruit expression this wine can be drunk on its own and just enjoyed.	£12.75
Volandas Sauvignon Blanc - Chile A fresh, light style with a clean finish.	£14.25
Kleindal Chenin Blanc, Robertson Vallet - South Africa An appealing light straw coloured wine with fantastic varietal flavours of pineapple, melon and green apple. A lovely balance of fruit and acidity.	£12.25
Olive Hills Pinot Grigio - Italy Floral notes with mineral undertones, crisp lemon and pineapple flavours that burst onto the tongue. Vibrant palate with good acidity and light to medium body.	£13.50
770 Miles Chardonnay, Central Valley - California. Pale yellow with golden highlights in colour. The nose is very aromatic with pineapple notes, white flowers and white pears.	£13.50
Grove Mill Sauvignon Blanc - New Zealand A blend of tropical aromas, including passion fruit and peach, interlaced with herbal notes. A balanced, clean and crisp palate with sustained flavour and long length.	£15.75
Meursault Lupe Cholet - Burgundy Profound expressions. With a richness and complexity few wines can match. Tones of nuts, cinnamon, honey and butter with rich, ripe orchard fruits.	£41.50
Sancerre Domaine Durand - Loire Valley Medium bodied wine with crisp yet balanced acidity, firm fruit and a lingering aftertaste, an absolute classic.	£20.75
Pouilly Fuisse Lupe Cholet - Burgundy Full bodied and rich in style, lightly un-oaked and filtered. It's a classic example of this wonderful style Burgundy.	£21.75

## Sparkling

Baron D'Arignac Sparkling - France Light fresh superb value sparkling wine.	£12.00
Louis Perdrier Brut - France A top quality off dry sparkling wine blended in Burgundy.	£13.25
Prosecco Val D'Oca - Italy A wonderfully fresh clean easy drinking sparkling ideal as an aperitif.	£17.00
Pinot Grigio Cuvée Rose Brut Sant Orsola - Italy Fashionable pink - light dry and most refreshing.	£14.00
Pinot Grigio Cuvée Blanc Brut Sant Orsola - Italy Refreshing, sparkling version of Italy's most popular white grape.	£14.00

## Champagne

Champagne Jules Feraud	£26.00
Laurent Perrier Rosé	£60.50
Moët et Chandon Brut Imperial	£39.75
Bollinger Brut Special Cuvée	£43.00
Veuve Clicquot Brut	£45.75
Dom Perignon	£101.50

## Red Wines

	Excluding VAT
Louis Eschenauer Cabernet Sauvignon VdP d'Oc - France A delightful Cabernet bursting with succulent cassis flavours.	£12.00
Euca Hill Shiraz - Australia An easy drinking, fabulous Shiraz which has bags of fruit on the nose and palate. Just sit back and relax with a glass of nectar.	£12.75
Volandas Merlot - Chile Juicy plum and damson flavours with a soft, silky finish.	£14.25
Alma Mora Malbec - Argentina Medium to full bodied with lots of ripe fruit throughout, this wine displays wonderful smoke and vanilla.	£14.75
770 Miles Zinfandel, Central Valley - California A wonderful clear ruby wine with bags of red berries and blackberries on the nose which leads to a full bodied wine with subtle fruit and soft tannins with a long warm and pleasant finish.	£13.50
Beaujolais Villages Victor Berard - Beaujolais Red berry aromas with spice while the palate delivers supple & structured taste with silky tannins. A lively finish with lingering fruit.	£15.50
Grove Mill Pinot Noir - New Zealand Dark! Great fruit intensity, toasty oak and coffee. Complex and appealing. Rich ripe fruit gives a very sweet entry onto the palate. Good weight and length making this a well rounded serious wine.	£21.00
Carlos Serres Crianza Rioja - Spain Aged for a minimum of 14 months in oak barrels. This wonderful wine has aromas of red fruit and spice. Rounded and well balanced.	£19.00
Nuits St Georges Lupe Cholet - Burgundy 100% Pinot Noir. It is medium bodied with ripe tannins, delicious berry fruits on the mid palate with a superb finish.	£41.50
Lelande de Pomerol, Ch Bellevue De Galvesse - Bordeaux Very dark in crimson colour, the nose is complex, lingering with aromas of cherry jam. A well balanced structure and roundness with undertones of prune and liquorice.	£23.75

## Rosé

770 Miles Zinfandel Blush - California A soft fruity wine with hints of raspberries and strawberries. This is perfect on its own or with cold meats, chicken and desserts.	£13.50
Olive Hills Pinot Grigio Blush - Italy Pale pink in colour, delicate fresh fruit character with lovely minerality.	£13.50



The drink prices featured in these pages have been shown EXCLUDING VAT. VAT will be added at the appropriate rate (currently 20%). This is so that customers can budget in the event of any changes to VAT.

# Drinks package

If you are planning to offer your guests some liquid refreshment during your event then what to decide has never been easier. Simply select the drinks package that suits you best and we will take care of the rest.

In this day and age when budget is more important than ever, these drinks packages are priced per person, so you will be able to put a budget to your event – to the penny.

We have packages that cater for the wedding planner and corporate event organiser, as well as the social club secretary who is looking to add drinks into the mix.

## Option 1

£10.00 per person + VAT

### On Arrival

Glass of Bucks Fizz or orange juice (Sparkling wine based)

### Drinks with meal

½ a bottle of house wine per person (mix of red, rosé or white wine)  
Mineral water

## Option 2

£12.50 per person + VAT

### On Arrival

A glass of Pimms or orange juice

### Drinks with meal

Volandas Merlot  
Volandas Sauvignon Blanc (½ a bottle of red or white wine per person)  
Mineral water

## Option 3

£14.25 per person + VAT

### On Arrival

Glass of Bucks Fizz or orange juice (Sparkling wine based)

### Drinks with meal

½ a bottle of house wine per person (mix of red, rosé or white wine)  
Mineral water

### Drinks for toast

A glass of house Champagne

## Option 4

£16.00 per person + VAT

### On Arrival

Glass of Bucks Fizz or orange juice (Champagne based)

### Drinks with meal

Beaujolais Villages Victor Berard  
Olive Hills Pinot Grigio (½ a bottle of red or white wine per person)  
Mineral water

### Drinks for toast

Glass of house Champagne

## Option 5

£21.75 per person + VAT

### On Arrival

Glass of Pimms or orange juice

### Drinks with meal

Carlos Serres Crianza Rioja  
Sancerre Domaine Durand (½ a bottle of red or white wine per person)  
Mineral water

### Drinks for toast

Glass of Moet et Chandon Brut Imperial

**New**

## Option 6

£21.00 per person + VAT

Inclusive of beer, cider, house wine by the glass & soft drinks

Terms and conditions apply - see condition 8



## Booking Conditions December 2012

### 1. Contracts.

A binding contract is only entered into when French Brothers Limited of Clewer Boathouse, Clewer Court Road, Windsor (French Brothers) and whether trading as French Brothers, Bray Boats, Thames Steam Packet Boat Company or Windsor Boats, has issued a Confirmation of Booking. This takes place after we have received either a completed and signed Booking Form and/or payment of the deposit. The person signing the Booking Form accepts responsibility on behalf of all members of the party.

### 2. Payments.

An initial deposit of £400 is required and should accompany your Booking Form. If booking is made less than 14 days before the hire date, the full amount is payable. Any balance is due 14 days prior to the hire date and if payment is not made in full we reserve the right to cancel the booking and to retain the deposit.

### 3. Cancellations by you.

Cancellation by yourself must be confirmed in writing by the person signing the Booking Form. Cancellation charges will apply up to the maximum set out below. Please note that even if a deposit has not been paid, the organiser will still be liable to cancellation charges.

Period before date of hire within which written cancellation is received	Sum of cancellation charge shown as a percentage of total booking price
More than 30 days	Deposit.
Less than 30 days	50% of total hire plus full cost of any catering, entertainment or equipment specially ordered.
Less than 14 days	100% of total hire plus full cost of any catering, entertainment or equipment specially ordered.

### 4. Cancellations by French Brothers.

4.1 We reserve the right to cancel your booking at any time and to provide you with a full refund.

4.2 Occasionally we have to cancel the operation of a vessel arising from circumstances beyond our control, the consequences of which we cannot avoid. Examples are, riots, terrorist activity, industrial disputes, lock delays, natural disaster, fire or adverse weather or river conditions or other similar events. The risk of cancellation in these circumstances is yours and you are responsible for the full hire price notwithstanding cancellation.

### 5. Alterations by you.

We will do our best to make any alterations you may require after confirmation has been issued subject to the payment of any increased costs relevant to the change. We cannot normally make any alterations less than 14 days prior to the hire date.

### 6. Alterations by French Brothers.

6.1 We will make every effort to ensure that vessels operate at agreed times but we reserve the right to vary operating times or to substitute vessels if any of the events or conditions referred to in 4.2 apply.

6.2 We also reserve the unconditional right, to refuse a booking, or to prevent a person from being carried in the event of conduct which is likely to cause distress, damage or annoyance to passengers, employees, property or to a third party.

### 7. Conduct on board the vessel.

7.1 The skipper of the vessel shall be in sole charge throughout the duration of the hire and you and all members of your party will comply with the lawful commands of the skipper and his crew.

7.2 You and all members of your party must conduct themselves properly at all times whilst on board and must take account of their own safety and that of other passengers.

7.3 You will be liable to us for any damage caused to a vessel or any of its fixtures and fittings by you or any member of your party due to any unreasonable conduct or behaviour.

7.4 Neither you or members of your party may take on board any vessel any food, alcohol or other beverages, such items may only be consumed on a vessel if arranged by us. No musical or other entertainment is to take place on board a vessel unless also arranged by us.

### 8. Conditions of sale of alcohol.

8.1 It is a criminal offence for a person under the age of 18 to attempt to purchase alcohol or consume alcohol on board any French Brothers vessel. It is also a criminal offence for a person to purchase alcohol for someone under the age of 18.

8.2 It is the responsibility of the organiser to ensure that all pre-ordered drinks that they have purchased are not given to persons under the age of 18 (see note 8.1). This is particularly important when the organiser requires wine to be placed on the table with the meal.

8.3 When there is an advanced order for wines, customers are required to order a specific amount. If there is a surplus at the end of the event, arrangements can be made to collect any unopened wines. We will only accept a maximum of 20% unopened wines to be returned after the event for credit.

8.4 No customer may bring any of their own drinks on board without express written permission from French Brothers. In doing so, the customer may be committing a criminal offence.

8.5 French Brothers reserves the right to refuse to serve alcohol to passengers that appear to be under the age of 18. Identification will be required for all passengers who appear to be under 21 years of age. The only acceptable forms of identification are a valid passport, Photo ID drivers licence, Warrant card, or I.D. card bearing the "pass" logo and hologram.

8.6 French Brothers reserve the right to refuse to serve alcohol to passengers who appear to be (or appear to be purchasing alcohol for person who are) drunk, violent or abusive, or appear to be binge drinking. This also includes persons who appear to be purchasing alcohol for persons who are under the age of 18. No refunds will be given in respect of a passenger being refused alcohol when a drinks package has been selected.

8.7 Drinks packages. If the organiser selects a drinks package it is on the understanding that 100% of the party are to be provided for and as such we will not accept requests for drinks packages for only part of the party. No refunds are given in the event that confirmed passengers do not attend. In the event that additional guests beyond that which have been confirmed (subject to boat capacity and the discretion of the duty manager) are boarded then the organiser is responsible for all addition costs as appropriate.

### 9 Passengers with disabilities.

You should advise us in good time whether any member of your party has any medical condition or disability requiring any special care during embarking or whilst on a vessel. We will use every reasonable effort to assist such passengers but if we are not informed in reasonable time, we cannot be responsible for any inconvenience or costs which may arise if carriage of that person is refused.

### 10. Liability.

Should you or one of the persons included in your booking suffer death, personal injury or illness arising out of an activity forming part of your hire arrangements, our liability to compensation will be limited by the provisions of the Merchant Shipping Act 1995 or any re-enactment or regulations made thereunder which permit operators of passenger vessels to limit their liability. We will only accept responsibility if there has

been a fault on our part or our suppliers and the cause was not your own or the relevant persons fault. Details of these limits of liability can be obtained from our Head Office upon request. The maximum liability for any damages other than for death, personal injury or illness will be limited to the total price paid for the hire of the vessel.

### 11. Smoking.

French Brothers operate a non smoking policy in line with the "Health Bill" in England and Wales 2007. This policy applies to all guests, staff and visitors on board the boats as well as the bookings and ticket offices, shops, stores and all other enclosed areas owned or managed by French Brothers at Clewer, Windsor or Runnymede.

### 12. Complaints and disputes.

We welcome feedback from customers (good or bad) as it helps us to maintain / improve standards. Should the organizer be unhappy about any aspect of the event or trip, they should firstly notify the Skipper or Function Manager who will endeavor to rectify any problems. Complaints arising should then be notified in writing to the bookings office as soon as possible, no later than 7 days after the event. Failure to comply with this will indemnify French Brothers from the payment of any compensation.

### 13. Model Release.

We occasionally take photographs and video footage of our boats and events on board which will inevitably include images of passengers. These images are used in our marketing material which includes brochures, DVDs and our web site. The organizer agrees to allow us to use such images, we will not pay any royalties or fee. We will not take photographs or film or use images should the organiser object. We will cease to use images should the organiser lodge an objection, however media will remain in force for the life of the publication. Electronic images (on our web site) will be removed within 7 days should we receive any objection from an organizer. Please indicate by ticking the opt out box on the booking form should you object to images being taken. French Brothers retain copyright on all pictures. You may apply to us for permission to use such images for your own use and distribution.

### 14. Jurisdiction.

All matters arising from your contract with us are governed by English Law and are subject to the exclusive jurisdiction of the English Courts.

### 15. VAT.

15.1 The per person party package price INCLUDES VAT. This is at an agreed rate and is usually less than the full standard rate because the boat hire element is currently zero rated. If VAT is applied to boat hire in the future – this cost will be passed on to the customer.

15.2 Prices of optional extras (such as pre-ordered wines etc.) are shown EXCLUDING VAT and as such VAT at the appropriate rate will be added accordingly.

**French Brothers Ltd.  
The Clewer Boathouse  
Clewer Court Road  
Windsor  
Berkshire  
SL4 5JH**

**Email: [sales@frenchbrothers.co.uk](mailto:sales@frenchbrothers.co.uk)  
Tel: 01753 827346 / 851900  
Fax: 01753 832303**