

# Cambridge boat hire

## **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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Wifi – alouette10 (tp link)

Front door - 8034

## WELCOME ABOARD!

Thank you for choosing to spend your holiday with us in the outstandingly pretty Fenland Waterways. We want this to be the best holiday you've ever had, and it is our aim to ensure that we 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.

We are family-run businesses who are all friendly and professional. We offer 24hr phone/messages in case of any problems or queries and we are very flexible to your requirements.

We 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 boat 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.

Tim Worzencraft  
Owner

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## Holiday payments & Preparation

### Summary, important points & check list

#### Documents

All passengers: Our insurance requires us to obtain I.D (Driving licence or Passport) and life jackets to be provided if requested.

#### **If you are just renting the boat as a hotel:**

**Safety** – you shall be shown the safety aspects of the boat, please also watch the videos

**Electrics** – The batteries on the boat will run for a day under regular use, if you want to use a powerful appliance please start the engine, pull the level away from the console (please see video) and pulse the engine revs until the red light goes out and then return the engine back to the idle position.

**Hot water** – along with the battery getting charged and the hot water will also warm up with the engine. These will in most cases have to be done each day for up to 4 hours.

## **Payments**

Bookings – holidays are paid for in full at booking, unless otherwise arranged

Deposit – £350 payable on boarding or prior (airbnb)

Refunds – Deposits are fully refundable if no damage/loss/theft is found.

Booking refunds – these are normally non-refundable unless booked under the conditions of 3rd party bookings (booking.com, hotels.com, airbnb). However, we will certainly consider full or part refunds where we are able to rebook your holiday dates.

Fuel – included

Damage – Damages due to negligence will be charged in addition.

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## **Arrival, Demonstration & Conduct**

### **Arrival time**

We are flexible to all sorts of arrival and departure times, which we shall arrange via messages or calls before arrival/booking. Daylight hours, most notably in winter may restrict where you go especially on the first night if arriving late, cruising in the dark is not allowed. Arriving late may inhibit travel that night or we may charge more for the extra staff hours required to ensure a full show through, lock demonstration etc. 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 and.

### **Parking & Greeting**

Depending on where you have arranged to travel from we shall most probably meet you on the boat unless arranged otherwise. You can park your car in the Lazy Otter car park (if boarding in

Streatham), Opposite the Bridge Pub, Waterbeach (If boarding Waterbeach), The Boathouse Pub Car park (if boarding in Cambridge centre), Fisherman's car park, Willow Walk (if boarding in Ely) or other depending. Parking in Cambridge can be £24 per day, you are welcome to park by the boat, load up and then park further away free or cheaper. Ensure you have locked the vehicle with all windows shut, and ensure valuables are not left in the vehicle.

### **Pre-Safety**

If any of your party require buoyancy aids e.g. young children or non-swimmers, please tell us so that we can get these fitted before we start the boating tuition.

### **Boat check**

Thoroughly check your boat over for cleanliness, defects, damage, or shortages (especially crockery/ cutlery and lock keys/ mooring stakes) – any items broken, damaged or missing at the end of your holiday will be chargeable. Check you have the correct quantity of linen on board especially if you have a bed (beds) that need making up at night or if your holiday is for two weeks or more (we should have put a second set of linen on board for you to change as necessary).

### **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 on board works e.g. toilets, showers, location of emergency isolation points for water, gas and on-board electrics. It should involve only 1 or 2 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!

### **Loading**

Unload your car and stow everything on board. If you intend to cater fully on your holiday we suggest you arrange to visit favourite supermarket, there are many close to all departure points, but don't forget you could moor near a pub/restaurant most evenings.

### **Itinerary / Conditions**

We shall also show you the map and help you plan your trip in greater details than we may have already suggested for you.

### ***River events / conditions***

Strong or blustery winds can be a challenge when driving the boat and even more so casting off and mooring, we shall aim to show you the impacts of this during the tuition, where necessary we shall advise against cruising and you may have to stay moored where the wind is too strong, there is ice or possible other restrictions. There may be maintenance works, Cam Conservators events, rowing events, or river conditions (ice or strong flows, high/low waters) we shall aim to advise

you of these in advance. However these can be found on the EA and the Cam Conservators websites, which we advise you to check. Some conditions restrict the use of the boat being taken in such conditions, where fair we are happy to refund part of your payments.

### **Boating tuition / Demonstration**

Once the Show-through is complete, we will start your boating tuition. This takes about 15 minutes before casting off, and then a further 60 minutes as we assist you through the captaining a boat. 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 avoid any hassle whilst afloat. We will provide this fully as a matter of course for each hire

We will only allow you to captain the boat with tuition if you demonstrate sufficient experience of driving and navigation locks and bridges. We reserve the right to insist on giving you a full demonstration. 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.

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

### **Once you're underway**

The waterways are 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 the following basic principles to derive maximum pleasure...

#### ***Targets***

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!

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

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. 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 pick-up location, if we have reason to believe that this rule has been contravened.

## ***Respectful***

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.

## **Breakdown**

We aim to be with you (or if you're a long way away we may send another 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 you disembark your party and belongings. You shall almost certainly return to where you departed from, if you cannot moor in the exact same place due to it being busy we shall advise you where else to moor. We have a wheeled trolley should you need to use it to transport your belongings to and from the boat. We shall also take any rubbish away you may have produced so that you can clean the whole boat out efficiently and effectively. Whilst we may be rushed ('turn-round' days can be), 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 and give or email them to us, great.

## ***Return Time***

We need you to return your boat to us by the agreed time. Therefore it is important for you to ensure you do not moor too far from your return base the previous night. Allow sufficient time to get back the next morning!

## ***Self-checkout***

We do sometimes offer self-checkout, where you can moor the boat up, clean, tidy and lock the boat. In the case of any security deposits these will not be returned until the boat is fully checked on asap (refund made electronically instead of cash).

## ***Early Return***

If you intend to return the boat early please advise us as soon as possible.

### ***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 bagged ready for disposal with us if not already disposed of. If the boat is returned in a dirty condition 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.

### ***Lost Property***

We check the boats ourselves during the turn-round servicing. We regret that we do not have the resources to store lost property for more than two weeks – please contact us with an accurate description if you think you've forgotten something: we charge £10 per item for postage & packing to UK addresses.

### ***Compliments or Criticisms***

If you could make us aware of any shortcomings in the boat as soon as sensibly practicable. The following should be reported immediately, i.e. whilst on holiday, 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

Upon return of the boat we would appreciate emailing us any suggestions for the improvement of the boat, service or recommendations for others. If you have a particular issue you wish to draw to our attention please ensure we are made aware of this before you leave. Failure to do so will invalidate any subsequent claim upon the Company

## SAFETY Manual Onboard

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 we advised you download, via the link supplied, the booklet and video of the Waterways Code. A DVD of this is onboard. Please watch this for your own benefit. Also watch our own video of how to use the boat and drive the boat.

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

### Children/ People with Special Needs:

The safety of all members of your party is entirely your responsibility. We recommend a ratio of not less than one adult per three children, and one adult per special needs 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 6 maximum. 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.

### Emergency Escapes

The boat has doors at the front and back (bow and stern) of the boat, and has 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 onboard, underway or whilst sleeping, the rear doors remain un-padlocked. Ideally all doors should remain unbolted when underway.**

### Use of Roof/ Vessel Stability

Your boat has been checked for stability under normal loading conditions by us. This does not include use of the roof, which is prohibited as are the gunwales. If any member of your party chooses to use the roof whilst underway it is your exclusive responsibility to ensure their safety, in particular ensuring that they are made aware of the many low bridges and occasional low branches that may cause injury. Ensure that the steerer gives adequate warning, such that all persons on the roof are able to respond quickly and can get down if necessary. Do not use the roof as a means of access from front to back (bow to stern) of the boat – always go through the boat.

The roof will be slippery in wet or icy conditions – do not use it.

## **Bridges and Branches**

Some of the bridges are low and, especially by locks, very tight only allowing enough space for the boat to go 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 roof or 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!

## **Locks**

Please ensure you watch the Boaters DVD 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:-

- Never run around the lock edge or across the gates or boat roof
- Always hold on to the handrail as you cross a lock gate
- 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)
- Don't fool around whilst using the lock
- Don't let others operate the lock for you unless they are willing to work to your instructions
- On the canal always keep the boat in the middle of the lock going uphill, and at the middle/front of the lock (just clear of the front gate) going downhill – do not let the back (stern) of the boat get near the back gate or the Cill which could damage the rudder (this is chargeable at £1000 if damaged).

### **The Fenland waterways around Cambridge mainly have electric guillotine lock gates which are easy to operate.**

- On wide ('double') canal locks only use ropes if you are using the lock alone – and never tie a rope to the posts when descending the lock!
- If the lock gates are closed on your approach moor up at the lock layby (just before the lock), and await instructions from the lockkeeper or prepare the lock for your entry – you will be expected to use ropes in the lock and turn your engine off whilst the lock fills/empties – **never fully tie ropes around the lock posts.**
- 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.
- Never leave your lock key ('windlass') on the lock spindle once you have wound the paddle up – always use the safetycatch.

## **Lift Bridges**

Some are converted to either electric or hand-wind hydraulic operation. Treat these wonderfully simple structures with care and do not attempt to try to pass underneath them until they have been wound/ lifted fully clear and/ or someone is firmly sat on the beam to keep them open. Please do not allow the bridge to drop or bang down – it may then get stuck closed and cause severe delays to other users.

## **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:-

- Alert the steerer immediately and throw the life-ring toward the person in the water.
- The steerer must take the boat out of gear immediately if 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.
- 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.
- 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 in imminent danger of drowning otherwise, even this is at your own risk and can cause further injuries/deaths, use your common sense.
- Remember that anyone in the water will weigh at least twice their bodyweight on dry land – don't forget your own safety!
- Once back onboard, ensure they have a warm 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 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:-
- 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.
- If safe to do so, shut off the gas and electric supplies by means of the emergency isolators (as shown during your tuition)
- 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.
- If boats are moored alongside/ next to your boat, alert the occupants as soon as possible
- 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

{Cambridgeshire} river.....l at/near ' ,

- Contact the us 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 or a member of Boatyard Staff or the navigation authority.*

### ***If you Smell Gas***

The boat has a gas supply for cooking and heating. You will be shown how to turn the gas off in an emergency. If you suspect a gas leak or can smell gas make sure that you:-

- Tell everyone immediately and evacuate the vessel – ensuring all persons keep well clear of the boat (minimum 20feet/6m).
- Turn off all cooker knobs and the gas supply at the main valve (as shown to you during your boating tuition)
- Open as many doors/windows as possible
- Do not operate any lights, nor smoke, nor use a naked flame
- Do not allow anyone to return into the vessel until you have contacted us 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 101 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!!!

### ***Collisions***

If there are any collisions, please make sure everyone is safe and everything is safe before calling us on 07545149610

Stop the boat at the nearest safe point. Please refrain from admitting guilt or responsibility to damage. If there is a genuine accident please do not worry as you shall be covered by our insurance.

## 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 before you message/call us.

### **Electricity**

There is a 24v circuit on the boat which powers the lights, bedroom TVs, toilet, water pump, charged from the engine or shoreline and is not suitable for high power domestic appliances. The same 24v battery bank will power the sockets and the main TV and fridge via a 3500 watt inverter installed to the rear of the boat, however this will run the batteries down and when they reach a low level will cut out the sockets (if you look on the inverter's screen the volts will cut off at 22v, please aim to keep them above this at 24v-28v). Do keep charge for charge the batteries often and for as long as possible, remembering the slightly rev the engine (out of gear if stationary) until all the red lights are off on the control panel, this means the alternator is charging the batteries.

When the engine is running or when plugged into the shore power the regular household sockets will work and power hairdryers, toasters or microwaves. Make sure the engine is running and charging for high power appliances.

We do not allow the overnight use of breathing machines or other medical equipment because this will either flatten the batteries or become inoperable risking the person's health. The boat's batteries need to be charged for at least 4hrs/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 trip switches and emergency electrical isolator during your boat show-through- you should not need to touch these unless in the event of a fault or emergency.

### **Overload reset instructions**

If there has been an overload on the circuits and the inverter 'ACin' light has gone out, you will need to disconnect the appliances which caused this, then press the 'ACin' light and then the 'off' option then 'on' option in the display panel, the green light should then relight. When connected to shoerpower. If overloaded while on engine power, disconnect the appliances and and press the 'inv' button on the inverter display, 'off' then 'on'.

### **Low battery instructions**

If you have run the batteries down and the sockets go off, please start the engine and rev it until the red light goes out and it is charging, charge for as long as possible. To turn the sockets back on press 'inv' then 'off' then 'on' on the display.

### **Gas**

This 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 alarm under the electric cabinet area goes off, please evacuate the boat. If the gas appears to have run out, go to Troubleshooting Section.

## **Water**

This is supplied from a tank in the bow of the boat and not advised to drink. This is full when you leave us, but will need to be topped up periodically using the hose in the front locker, which you connect to the marked waterpoints on the canalside as shown in the waterways book onboard or in the various online 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**

Our boat is a 240v ac electric fridge. This 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 and battery power– the fridge will hold its chill overnight if unopened, but don't forget to turn it back on next morning!

## **Cooker**

Our gas cooker is of domestic size and have full flame-failure devices to prevent gas continuing to flow if the flame goes out. Light with the electric igniter on the cooker or by manual igniter. The inverter sockets will have to be on the enable to electric igniter to work on the hobs and oven.

## **DANGER OF ASPHYXIATION**

Do not use the cooker as a means of heating: use only for cooking, and the central heating for heating and turn off when not required. **DO NOT BLOCK VENTILATORS**

## **Fire Blanket and Extinguishers**

The fire blanket is located close to the cooker for use in emergency, as is one fire extinguisher. A further extinguisher is located close to each front and back door. The extinguishers will be checked upon return – a £50 charge per extinguisher will be made if any are returned discharged needlessly– please check before you take the boat over that they show fully charged (needle in green on the gauge)

## Toilets

The toilet is a modern freshwater flush unit and has its own tank. The toilet rarely causes 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 that 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 £350. Please ensure your party, including any visitors, are aware of this.

## Toilet Tanks & Pumpouts

Your boat has a tank of sufficient capacity for normal use for one/two weeks.

Remember that the more you drink, the quicker the tank will fill! A toilet tank is full (unless blocked) when the tank lights comes on and/or waste does not go away. In this event, turn off the water supply to the toilet by means of the valve alongside it or under the double front bed, and make for the next pumpout point. Cost of pumpout is your responsibility – usually free at Ely, £3 in Cambridge. but can be £15-£18 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. For holidays of more than a week you are entirely responsible for the costs of any pumpouts required.

## Mooring and Lock Equipment

Your boat is equipped with 4 mooring stakes, one double-eye lock handles (called windlasses) for operating the locks, and a handle. Loss will be charged at replacement value.

## Daily Checks

**Before starting the engine** lift the deckboard above the engine, taking extra care with one person holding it as well as the supporting rod, 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 between the Min and Max.

Inspect the engine bay for an serious ingress of water or oil, if there is please call us. There may be small amounts from the propeller shaft gland, don't worry about this unless the level starts to be significant.

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

## **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.

# BOAT ACCEPTANCE CERTIFICATE

Cambridge Boat Hire

Hirer Name:.....

Date:.....

Staff Name:.....

Time Handover Commences:.....

Handover Completed:.....

We agree that we have read the Hirer's Manual, seen the videos and agree to the terms and conditions on Cambridge Boat Hires Website & received training and demonstrations of the boat's onboard equipment and operation, not limited to but importantly, as itemised below:-

## INTERIOR

### Safety and security

- Turn off gas and water when leaving
- Security (lock everything when leaving)
- Interior Trip Switches
- Gas system - emergency isolation
- Electrics – emergency isolation
- Water Pump – leaks, isolation switch
- First Aid Kit– location
- Max 6 people aboard at any one time
- Evacuation
- Life jackets
- Fire Fighting – location & use of extinguishers & blanket.
- Do not block vents

### Use of boat

- Central/Water Heating
- Battery Levels/charging
- Water tank & hose – don't run dry
- Aerial
- Doors & Hatches – do not lean out!
- Showers - Controls & Drainage
- Toilets – poo, pee, paper ONLY
- Oven/Cooker – lighting, safe use.
- Fridge – off overnight - depending
- Worktop – do NOT place hot things on them
- Sofabed – safe conversion to bed
- 

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## Deposit/Charges

Deposit is taken and will be held and further charges will be applied where any malicious and/or misuse of the boat has taken place, the main examples but not limited to are –

- Drink/Drug/other driving and causing damage
- Causing damage through reckless driving, including speeding
- Damage to the boat where the boat comes into contact with the cill in a lock
- Damage to the interior of the boat
- Loss/theft/damage to items in or on the boat
- Toilet becoming blocked due to incorrect items being put in them
- Any use of the boat which is against the strict instructions in the manual and on the videos

# NAVIGATIONAL TRAINING CERTIFICATE

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 and on by watching the videos on *Cambridge Boat Hires Website*.

## Safety

- Keep children/people/pets in sight & under control
- Young children/non swimmers to wear buoyancy aid when on deck/ at locks
- Person Overboard procedure – out of gear!
- Recovery from water via bank not boat
- Keep Limbs away from boat and sides!
- Don't use roof or gunwales
- Ropes – keep coiled/ knot-free
- Safe areas in the Bow/Cockpit
- Poles, plank & Life ring
- No petrol or gas appliances aboard

## Boating Etiquette

- Give way to longer/working boats at narrows
- Warn other crew of low bridges/ branches
- No mooring at locks/bridges on sharp bends
- Person steering boat is in charge
- Rivers – heed level/flood indicators
- Rivers – emergency use of anchor only
- Tidal River– Follow signs and guidance

## Driving

- Engine start/stop, warning alarms
- Use of throttle: neutral/forward/back
- Steering position Turning left/right
- Stopping/ emergency stopping
- Warning -loss of steerage in reverse!
- Maximum cruising speed, Normal cruising speed
- Pass oncoming boats on the right
- Slow down to tickover as you approach as river user, bends, moored, other boats, fishermen, rowers

- How to untie/ set off
- Use centre channel – no wash!
- Centre line – do not use for mooring
- Rear rope – move & use either side
- Mooring stakes, hammer, windlasses
- Use of horn, headlight, throttle
- Approach blind bends/bridges with care - boat nearest bridge has priority
- Approaching lock –mooring/ waiting
- Keep your line if people want to over take
- Mooring up – two crew ready to jump off-approach slowly with bow into edge first

## Maintenance

- Daily engine checks – oil, water
- Water tank
- Pump out (key in bathroom)

## Lock Use Demonstration

- Check for oncoming boats in lock before using
- Use of slackers/paddles and gates
- Ropes tied to stake/ring – not across towpath
- Slowly with slackers/paddles
- No running/ tomfoolery!
- Beware of cill/ watch bow of boat
- Leave lock with all slackers/paddles closed
- Turn engine off in locks
- Use of ropes – do not tie!!
- Follow lock keepers instruction

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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.

X Hirer Signature:

# USEFUL INFORMATION SECTION

## Recommended Routes and Timings

Under construction.....

There are many options you can pick the boat up from and many you can take it to.

We have onboard a great book for the waterways in details (not allowed to reproduce on here). We shall have our own simplified maps on here soon.

In the meantime we shall give you the basics:

We seem to have made The Lazy Otter pub our home at the moment and this provides a great starting point, and gives you possibly the best options for your trip.

The best options are to decide the places you want to stay overnight and how long you want to cruise per day. We shall start with the places and then stay how far apart they are.

Lazy Otter – times from here

There are 3 basic ways to go (and return) 1. Cambridge 2.Huntingdon 3.Rivers Wissey, little Ouse, Lark:

Heading towards Cambridge:

Wicken Fen (2 hours)

Burwell (3.5 hours)

Waterbeach (3 hours)

Cambridge (4.5 hours)

Heading towards River Wissey: (the rivers Lark, Wissey and Little ouse (Brandon Creek) are side rivers off the Great Ouse)

Ely (2 hours)

Heading towards Bedford:

Earith (2.5 hours)

Hollywell (5 hours)

St Ives (5.5 hours)

Huntingdon (6.5 hours)

Hemmingford Grey (6:45)

Houghton (7 hours)

Godmanchester (7.5 hours)

These are for guidance only. Cambridge Boat Hire cannot be held responsible for any errors or omissions.

Route 1

Route 2

Route 3

## **Cambridge**

Things to do

Places to eat

## **Ely**

Things to do

Places to eat

## **In between/nearby**

Things to do

Places to eat

To Be offered and discussed for individual renters. Boat map is on board.

# TROUBLESHOOTING

This section is specifically designed to help you to solve any problems that may occur whilst on your holiday. This does not prevent you from seeking reassurance at any time whilst on holiday by messaging or calling us on:- 07545149610

To use this section, look through the alphabetical list to find the general title of the problem you may have

## **BILGE/BILGE PUMP**

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

The cabin/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.

The engine bilge runs only around the engine bay, and is usually very slightly wet -.The pumps are automatic.

**Engine bilge appears full of water.** Is the water up to the steel frames that support the engine? If so, call base. There may be very minimal water in the engine bay. Check later in the day and if the same/no worse do not worry!

**Water appears at back of main cabin by steps.** 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, top up header tank with pink coolant from overflow container in bottom cupboard. 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.** The cooker can be lit by the cooker ignition provided the inverter/240V is switched on. If this fails to operate use the hand igniter supplied. If the cooker will not light, see below.

**Cooker will not light – no gas.** 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** 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?
- c) If No, call base.

## **ELECTRIC SOCKETS**

If the sockets don't work/turn on this is most probably because the inverter has turned off due to low batteries. Check the 'inv' light on the right of the display, if unlit start engine and rev in neutral, press 'inv' button and the press on. Keep engine running for as long as possible to re charge batteries. Ideally the Voltage on the display should be 24v or higher, it will cut off at 22v.

**Please recharge when below 24v.**

## **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 (out of gear) and try again. Success?

If still No, call base

**Engine alarm sounding whilst engine running**

Immediately after starting – rev engine up for a few seconds – success? If No, go to (b) below.

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?

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 - river**

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 pull

the level towards you and the button is pressed (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. turn key to first position, then one more to start. If still unable to start, call base.

## LIFT BRIDGES

**Bridge will not open.** Are you pulling on the beams or winding the handle the right way? If so, have you checked that there is not a catch/latch holding it down (some of the farmers' bridges have these to prevent the farmer becoming stranded 'wrong side'). If the bridge still won't shift obtain extra assistance and/or call base for further advice.

*Note: Always leave a bridge the way you encountered it, and always lower bridges gently so that they do not bang down – they could jam for the next passing boater!*

## LIGHTS

**An individual light will not work.**

Check other similar lights to check they work.

If Yes then a bulb 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 trip switches (the black button by each switch on the main fuseboard) and reset by pushing in if necessary.

If still No check all lights, TV etc. If these are all not working you may have flat batteries – turn engine on, rev in neutral 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 reset as above. If this does not solve the problem, call base.

**No lights in boat whatsoever.** Check that the fridge light, the TVs, 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

Please also refer to the Boater's DVD/ Handbook.

**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. At locks the Butty has to be manhandled through the lock BUT otherwise such pairs have absolutely no Right or Priority of Passage over and above other users, and especially have no right to go through a lock together except where there are exceptional navigation circumstances. Please deal with such a situation courteously but firmly and call the base if you are in any doubt or feel you have been poorly treated by such users. Make sure you keep to the outside of any ropes pulling the butty!

**Lock flights.** 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 one boat 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 which ever 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.
- e. Engage forward gear similarly
- f. Out of gear again.
- g. Engage normal forward gear/revs and establish if the fouling has been 'thrown off' i.e. the boat handles normally once more

- h. If fouling persists, or if the engine stopped, moor up, turn engine off and cool, move throttle to vertical position, and remove the keys (keeping them with you!)
- i. Lift the rear deckboard, and remove the weedhatch placing to one side.
- j. Roll your 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!
- k. 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!
- l. 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.  
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 engine or immersion heater if on shore power. Water should reheat in 30-60 minutes If STILL cold, contact base.

Note: If the water is not hot, the shower mixer will not 'mix' and you will only get cold water! Run engine to heat the water.

**Shower does not drain.** All pumps are automatic. Check switch is on in fuse board cupboard – if so check 'shower pump' trip switch – if OK call base, if not reset trip and repeat process. If problem recur, please call base.

### **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? 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? Is the macerator motor on/making a sound? Use a wooden stick and GENTLY try to move any obstruction around the toilet through into the tank.

Has this cleared the problem? If No - tank is probably full - call base – you may need a pumpout. DO NOT USETOILET 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. If still no – contact base.

### **Toilet Full/Overflowing**

SHUT OFF WATER IMMEDIATELY – by turning off either valve by toilet and/or switching water pump off.

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’.

## **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 base for assistance.

## **TV/ DVD/ RADIO**

Our freeview-equipped flat screen TVs also have sockets for USB, SD, MMC plugs and are equipped with built in DVD/CD player. Now that digital TV is in operation a full channel scan will be required

each time you wish for TV and often for radio too once you have moved from your last location! Note that TV reception on canals is very poor due to the proximity of the boat to ground level!

### **Using your TV.**

#### **Using the remote control:**

1. Turn on using the red power button (top right)
2. Select 'Input' (top left button)
3. Select DTV (this selects the TV/radio function)
4. Then press the menu button (small button upper middle left)
5. Scroll to Autoscanner and select An autoscanner takes around 3 minutes after which you should, subject to channels being found, be able to use the TV normally.

#### **Using DVD/CD – IMPORTANT**

Before trying to insert a disc please ensure you follow steps 1 & 2 above and then select DVD. Only then will the disc slot allow the disc to be inserted. If you fail to do this and we find the mechanism to have been forced/broken upon the boats return we will have to make a £160 charge to replace the unit.

**No power/will not switch on.** Check that you are pressing the correct button and look for a red light at the base of the TV turning to green when turned on. If the red light won't change please check the remote's batteries and/or remove and replace them. If no light on TV base at all check ceiling 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- is the sockets/radios switch on? If still no TV, call base.

*Note that we will not attend callouts for TV reception problems out of working hours. Where a callout is made and we find the TV is in fact working but the reception is too poor we will make a £50 callout charge.*

# USEFUL INFORMATION

## DAILY CHECKS

Morning – check oil and water, battery level

Evening – check bilge, battery level

## NAVIGATION PROBLEMS?

On canals, call Canal & River Trust on 0800 4799947

East Anglia call - Environment Agency on 0800 807060

## BOAT PROBLEMS OR QUERIES?

Call us: Office hours 9am to 5.30pm 07545149610

Out of hours (emergencies only!) 07545149610

## MEDICAL PROBLEMS?

Non urgent medical advice – NHS direct 101

Emergency (ambulance required) - 999

YOUR BOAT NAME: Alouette

BOAT LENGTH: 60ft

MAX. CAPACITY: 6