

# Cambridge Boat Hire

## HIRERS' INSTRUCTION MANUAL, BOATING INFORMATION & HANDOVER CERTIFICATES

Please ensure that you read this manual fully, before your holiday.

We do have copies of your Handover certificates on board that require your signature, and a copy of this manual for your reference so there's no need to print your own copy.

Tim (Owner) 07545149610  
Stacey (Manager) 07745883436 / 07540618444

30ft Sumatra 755 Cruiser 'Fezziwig'



### WELCOME ABOARD!

Thank you for choosing to spend your holiday with us on the outstandingly pretty Fenland Waterways. 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 that you have all the information you need for your boating holiday. We are a family-run business whom are all friendly and professional. We offer 'around the clock' contact for phone/messages in case of any problems or queries. We aim to be flexible to your requirements where possible. We hope that your time on-board 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. We suggest that if you wish for personal insurance you contact your preferred insurer to arrange a quotation.

Tim Worzenkraft - Owner

## **Holiday payments & preparation summary**

### **Documents**

In advance of your arrival, our insurance requires us to obtain a copy of photo I.D (Driving licence or Passport) for the person(s) booking the boat.

### **Safety**

We provide life jackets whilst on board. Young children must wear them on decks and in lock-chambers, adults it is your choice.

### **Payments**

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

Damage Deposit - for cruising holidays, a refundable £250 deposit may be requested. It is payable on boarding via cash or prior via BACS transfer.

Damage - damages, must be reported immediately. Any damages due to negligence will be charged in addition or an excess fee paid by customer where insurance claims arise. A full list of our costings breakdown is available on request.

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 3<sup>rd</sup> 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 - water, diesel, towels and bedding is all included in the cost.

**\*IF You are hiring the boat as a hotel,  
NO moving of the boat is permitted\***

Self Check-in for static stays only.

Self-check out for cruising holidays *may* be considered.

We do sometimes offer self check-in/out for static stays especially where the customers timings change. When this is the case, you will be text the entry code to let yourself in to the boat 24 hours before arrival. A copy of this manual will be on board for you to read and sign the acceptance certificate, thank you. When you leave, the boat should be clean, tidy and locked up safe and securely. In the case of any security deposits these will be returned once the boat has been fully checked by us after departure.

# ACCIDENTS & EMERGENCIES

## Person Overboard

The skipper/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. In case 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.
- 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.
- 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 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.....I 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.*

## 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.***

## **Collisions**

If there are any collisions, please make sure everyone is safe, and everything is safe, taking photos wherever possible and then proceed by calling us on any of the numbers on the front cover of this manual.

Any problems, or questions do not hesitate to contact us on the numbers provided on the front page, or via email on: [enquiries@cambridge-boat-hire.co.uk](mailto:enquiries@cambridge-boat-hire.co.uk)

## **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 bodywork damage
- Water, or diesel leaks
- Accidents, collisions, especially any involving damage to any other boats

## **Maximum Capacity**

Your vessel's capacity is 4 maximum. This is an insurance condition for the purposes of overnight accommodation (in particular with regard to safe ventilation calculations).  
Do not exceed this capacity for your own safety.

## **Emergency Escapes**

The boat has a door at the back (stern) of the boat, and has a front roof hatch closer to the bow. Please ensure that all members of your party familiarise themselves with all exits in case of an emergency.

## DAILY CHECKS

Before cruising each day you will need to check the **Raw-water inlet-strainer**.

This will have been shown to you during the induction-handover and is located in the engine bay. The boat engine is cooled by raw water being sucked in, pumped round the engine, before leaving through the exhaust system. This strainer does get clogged up with weeds and the faster you go, the more plantation it seems to pull in, thus causing the engine to over heat if water isn't able to move freely. Any signs of the engine over heating (signal on dashboard, and alarms will sound), will usually mean a blocked filter. You will need to clear the strainer before carrying on.

You will need to also clear any water in the bilge, there is a pump for this on the dashboard, left of the steering wheel. Marked **Bilge pump**. Hold this switch to ON and wait for any water to be pumped out, port side of the boat.

**Before starting the engine** Check oil and water levels are satisfactory. Oil should show between marks on dipstick and coolant/water should be between the Min and Max. Inspect the engine bay for any serious ingress of water or oil, if there is please call us. There may be small amounts from the propeller shaft gland, or the raw-water inlet-strainer, don't worry about this unless the level starts to be significant.

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

## HOW YOUR BOAT WORKS

### Electrics

The batteries installed provide the electric to the boat. They are charged by running the engine, either cruising or in neutral under static conditions. The engine will need to run for around 2 – 3 hours per day to maintain a healthy amount of power to supply the fridge and all the electrics.

#### ***To top up the batteries:***

Put key in ignition and turn a click until you see the *green* light appear. Hold here for about 3 seconds before turning clockwise a little further to engage the engine.

### Hot water

Along with the battery getting charged, the hot water tank will heat up with the engine running. There is an immersion tank on board but this can only be operated when shore line power is connected. Need more hot water? Run the engine.

### Water

The tank is full when you check-in and should last the duration of your stay, supplying water to your showers, toilet flushing and the sinks. There is a single tap that is suitable for drinking as it has a built in filter and is perfectly safe to use. You can also buy drinking water if you prefer the taste. The water pump is switched on when you arrive and the switch location is in the electric/mains cupboard clearly marked Water Pump.

*If leaving the boat for a long period of time, please turn off the water pump.*

## **Fridge**

Your boat has a 12v electric fridge. This is to be turned on when you arrive and should be cold within 30 minutes when empty. Please 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 save battery power. The fridge will hold its chill overnight if unopened, but don't forget to turn it back on next morning!

## **Cooker**

The hob is electric, and is operated by the dial on top. Please be aware, this hob stays hot/warm for a while after use. There is also a microwave/combi grill and this can be used as a microwave, grill or oven. Please ensure the engine is running when you use the microwave/combi, as its thirsty on power.

## **Fire Blanket and Extinguishers**

The fire blanket is located at the kitchen area, for use in emergency. There is also a fire extinguisher. A further extinguisher is located close to the permanent bed under the cockpit. 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).

*There is a smoke/carbon monoxide detector installed in your boat and the batteries have been checked and changed before your arrival.*

## **Shower**

The bathroom has a built in shower tap, the entire room is a wet room and there is a switch below the sink where you pump out the water from the shower tray. Please be aware things can get slippery when wet. There is also a shower tap on the back deck that can be used for a wash down.

## **Toilet Tank & Pump-out System**

Your boat has a raw-water flush unit, with a manual pump to operate the flush. A clear diagram next to the toilet explains how to use it, and the tank has sufficient capacity for normal use for one/two weeks.

The toilet tank is full (unless blocked) when the tank lights (located near main switch cupboard) comes on and/or waste does not go away. In this event, turn off the water supply to the toilet by means of the switch in the electric cupboard, and make for the next pump-out point. Cost of pump-out is your responsibility – usually free at Ely, £3 in Cambridge. but can be £15-£18 per toilet in some areas. 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 pump-outs required.

## USEFUL INFORMATION

### 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 07745883436  
Out of hours (emergencies only!) 07745883436/0754618444

### MEDICAL PROBLEMS?

Non urgent medical advice – NHS direct 101  
Emergency (ambulance required) - 999

YOUR BOAT NAME: **Fezziwig**

BOAT LENGTH: 30ft

MAX. CAPACITY: 4

Events on the River Cam Noticeboard  
[www.camconservancy.org/events-diary](http://www.camconservancy.org/events-diary)

### River events / conditions

Strong or blustery winds can be a challenge when cruising 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, or if 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.

# BOAT ACCEPTANCE CERTIFICATE

Cambridge Boat Hire, Boat Name; FEZZIWIG

Hirer Name:

Date:

Staff Name:

Time Handover Commences:

Handover Completed:

*"We agree that we have read the Hirer's Manual, & received training and demonstrations of the boat's onboard equipment and operation as itemised below":-*

## INTERIOR/EXTERIOR

### Safety & Security

- Turn off water pump when leaving the boat for long periods of time.
- Security – remember to shut/lock doors and windows when leaving the boat.
- Interior trip switches location
- Electrics – emergency isolation
- Water Pump – leaks, isolation switch
- First Aid Kit – location
- Max 4 people aboard at any one time
- Life Jackets
- Fire Fighting – location & use of extinguishers & blanket.
- Do not block vents.
- Fridge – do not overload temperature.
- Worktop – do not place hot pans directly onto the worktop
- Sofa-bed – safe conversion to bed.

## INTERIOR/EXTERIOR

### Use of Boat

- Water heating
- Battery Levels/charging
- Water tank & hose-refill
- Aerial/TV
- Door & hatches – do not lean out
- Showers – controls & drainage
- Ropes – keep coiled/ knot-free/moving
- Use of Anchor/Winch
- Safety in the Bow/Cockpit
- Toilet – paper and natural waste only
- Hobs – safe use.
- Poles & Life ring
- Use of Handrails

We have been offered buoyancy aids specific for each member, if requested we have been individually fitted with these and been shown how to fit/use them.

We accept that no more than 4 people are permitted to sleep, or remain on this boat whilst underway, and that no more than 4 are allowed on the boat whilst moored.

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

Hirer Signature: \_\_\_\_\_

Date:

# NAVIGATIONAL TRAINING CERTIFICATE

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

## SAFETY

- NO Cruising after dusk
- Keep children 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
- How to untie/set off
- Maximum cruising speed
- Use centre channel – no wash!
- Pass oncoming boats on the right
- Warn other crew of low bridges/branches
- Courtesy - one boat up/one down
- Lift Bridges - do not drop, leave as found
- Mooring up – two crew ready to step off-approach slowly with bow into edge first
- Always remove windlass: stay close!
- Mooring stakes
- River Navigation – if applicable
- Person steering boat is in charge!
- Rivers – heed level/flood indicators
- Rivers – emergency use of anchor only
- Rivers – leave slack ropes when mooring
- Tidal River– if applicable
- Full buoyancy aid provision – wear them!Detailed navigation instruction received
- Keep Limbs out from boat and sides!

## WHILST BOATING

- Use of throttle: neutral/forward/back
- Steering position , turning left/right
- Stopping/emergency stopping
- Normal cruising speed
- Slow down to tickover as you approach a river user, bends, moored, other boats, fishermen, rowers
- Warning - loss of steerage in reverse!
- Landing crew/mooring up
- Approach blind bends/bridges with care – boat nearest bridge has priority
- Approaching lock –mooring/waiting
- Give way to longer/working boats at narrows

## Lock Use Demonstration

- Check for oncoming boats if lock against own boat before using
- Safe use of paddles: safety catches
- No mooring at locks/bridges on sharp bends
- Do not allow others to take over!
- Ropes tied to stake/ring – not across tow-path
- One paddle at a time – steadily!
- No running/ tomfoolery!

## Beware of cill/watch bow of boat

- Rivers – currents/ flow, slower upstream!
- Emergency paddle dropping
- Leave lock with all paddles closed
- Shut gates if no boats approaching
- Turn engine off in locks
- Use of ropes – do not tie!!
- Follow lock keepers instruction

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.

Hirer Signature: \_\_\_\_\_

Date: