

TERMS & CONDITIONS

You will receive your Booking Confirmation via email. Your Booking Confirmation will specify the boarding times and pier location and will need to be shown on arrival at the boat.

Booking Confirmation will be sent on receipt of payment.

You will also receive a second email from us 2 weeks prior to the cruise with your Pier Boarding Pass. Everyone in your party must have a printed copy of the Pier Boarding Pass.

On the evening, everyone in your party must have a printed copy of BOTH their Boat Ticket AND Pier Boarding Pass to ensure entry to the pier and onto the boat.

Access to the pier and boat will only be permitted by showing the stewards BOTH your Boat Ticket AND Pier Boarding Pass.

Please check the details carefully and if there are any issues, please contact us immediately on 0203 551 3942, so that we can have them resolved in plenty of time before New Year's Eve.

****It is your responsibility to inform us if you have not received your Booking Confirmation within the specified time-frame.****

Cancellation Policy

Tickets are non-refundable.

We do not guarantee views of any fireworks during the cruise.

The fireworks are organized by a third party and the display itself is outside of our control.

As long as the fireworks display goes ahead, then we will moor in the middle of the River near Westminster or Hungerford Bridge to view the fireworks at midnight.

No refunds will be offered should the fireworks display be cancelled for weather, industrial action or any other item outside the control of Thames Cruises London Ltd and/or the Operating Company.

We reserve the right to substitute another Boat and, if necessary, to cancel or amend the booking in any way, but we will not in such circumstances be liable for any loss, damages or other expenses whatsoever incurred by you due to such substitution, or cancellation or amendment.

Schedule

The cruise runs to a very strict timetable and unfortunately we cannot wait for any late arrivals.

It is your responsibility to arrive at the pier in plenty of time for boarding, the streets and public transport will be extremely busy and densely populated. We would advise that you allow extra time for your journey and that you check the Transport For London Website for all travel information, tube, train and road closures.

Please be advised that once the boat departs, it cannot return to the pier to collect passengers, and refunds will not be offered in such circumstances.

Amendments

We don't accept any any changes or amendments.

Dress Code

Party Dress – no trainers or sportswear

Accessibility

We request that you inform us of special needs or disabilities at the time of booking in order for us to meet any personal requirements.

Unfortunately this boat is not wheelchair accessible.

Smoking

Smoking is permitted on designated outside areas only.

Age Policy

Not suitable for young children due to the late finish, we will be encouraging a club party atmosphere.

Prams, bassinets and push chairs are not permitted on-board.

Guests under 18yrs will need to be accompanied by a parent.

Inclement Weather

The Thames New Year's Eve Cruises operate regardless of the weather unless in conditions of poor visibility. The Captain will make the decision on the day if the cruise will not operate. You will be informed of your options on the day if this affects you. Our vessels are closed in so you will not be affected by wind, snow or rain.

TOMS

We operate under the Tour Operators Margin Scheme (TOMS).

Photography and Filming Disclaimer

Please note that photography and filming may take place during your cruise for promotional and marketing purposes. By attending, you consent to your image being used in our marketing materials, including social media, website, and other promotional platforms. If you have any concerns, please notify a member of staff before or during the event.