

Surrey Care Trust's Swingbridge Santa Terms & Conditions

Thank you for joining us for Swingbridge Santa! To ensure everyone has a safe and magical experience, please take a moment to read our friendly terms and conditions. By booking a ticket, you agree to these terms.

Booking & Payment

- Tickets must be booked in advance via our official website or approved ticketing partners.
- Each child over the age of one requires a purchased ticket, as every passenger must legally have an allocated seat.
- Children under the age of one travel free but must still be booked onto the cruise and must be held by a parent or carer at all times.
- Family tickets cover four passengers (maximum two adults).
- Full payment is required at the time of booking to secure your spot.
- Tickets are non-transferable and resale via secondary markets is prohibited.
- All our ticket sales are managed through an authorised third-party booking agent. Bookings made via this agent are also subject to their terms and conditions, which may include a non-refundable booking fee in addition to the ticket price. Any such fees are set and administered by the booking agent and are not controlled or refunded by Surrey Care Trust.

Cancellations & Refunds

- All ticket sales are final and non-refundable.
- If Surrey Care Trust cancels a cruise (for example, due to severe weather, technical issues, or river closure), you will be offered either:
 - a full refund, or
 - the option to transfer to another available date.
- In the event of river closure, a static Santa experience may be offered at Dapdune Wharf as an alternative.
- No refunds will be given for late arrivals once the boat has departed.

President Sir Adrian White CBE. DL. C.Sci. D.Univ. **Patrons** HM Lord Lieutenant of Surrey, Michael More-Molyneux, Sir Richard Stilgoe OBE DL, David Hypher OBE DL, Andrew Wates OBE DL, Dr Julie Llewelyn DL. **Chief Executive** John Downing.
Registered charity 285543.
Company limited by guarantee under number 01658859.

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Flood Contingency – Static Cruise

In the event the River Wey is in flood or otherwise deemed unsafe to navigate, the Swingbridge Santa Cruise may operate as a “static” event at Dapdune Wharf.

- A static cruise means the boat will remain moored, but guests will still enjoy the festive experience with Santa and onboard activities.

Tickets remain valid for the static cruise, and no additional refunds or compensation will be issued in these circumstances.

Boarding & Safety

- Please arrive at least 10 minutes before your scheduled departure. Late arrivals may not be able to board and refunds cannot be guaranteed.
- All passengers must follow the instructions of Swingbridge crew at all times for their safety.
- Life jackets and safety equipment are provided and must be worn when required.
- Children must be supervised by an adult at all times.
- Due to limited space, storage for buggies and prams is extremely restricted.
- If you require a space for a wheelchair user, please call the box office on 07956 736173 or email events@surreycaretrust.org.uk. We can accommodate up to two wheelchairs per cruise, and advance booking is required to ensure availability and suitable arrangements.
- Only guide dogs and officially registered assistance dogs are allowed on board. If you plan to bring a guide dog or assistance dog, please inform us at the time of booking so that suitable arrangements can be made. No other pets or animals are permitted.

Health & Accessibility

- Please let us know in advance if you have any mobility needs or health concerns.
- Our boat is not suitable for large mobility scooters, but collapsible wheelchairs may be accommodated with prior notice.
- Pregnant passengers are welcome but should follow all safety guidance given by the crew.
- A qualified first aider will be present on board. In the event of a medical emergency, the crew will follow emergency procedures and contact services as needed.

Behaviour & Safeguarding

- We aim to provide a family-friendly and festive environment.
- Abusive, disruptive, or unsafe behaviour will not be tolerated. The skipper and crew reserve the right to refuse entry or remove any passenger if, in their reasonable judgment, it is necessary for safety or the wellbeing of others. No refund will be given in these circumstances.
- All staff and volunteers working with children are trained in safeguarding and, where required, have DBS checks.
- Parents and carers are responsible for the supervision, safety, and behaviour of their children at all times, including boarding, during the cruise, and when disembarking. Surrey Care Trust, the skipper and crew cannot accept responsibility for children left unattended.

Photography & Media

- Photography and filming may take place during this event for Surrey Care Trust's promotional and publicity purposes (such as our website, social media, and printed materials).
- Images of children under 18 will only be published if parental or carer consent has been provided in advance, either during the booking process or via written consent at check-in.
- You may withdraw consent at any time by notifying a staff member or emailing events@surreycaretrust.org.uk. We will make every reasonable effort to ensure images are not used if consent is withdrawn.
- If you (or your child) do not wish to be photographed or filmed, or have any concerns regarding use of images, please speak to a member of staff or let us know when booking.
- All images will be stored and processed securely, in line with UK data protection law and our privacy policy.

Liability & Risk Acknowledgement

- The Santa Cruise takes place on an open river environment and may be affected by cold or wet weather. Please dress appropriately for the conditions, including warm clothing and suitable footwear.
- Passengers remain responsible for their own belongings. Surrey Care Trust does not accept responsibility for loss or damage.
- Any items found will be held by Surrey Care Trust staff or volunteers for up to one month after the event; unclaimed items may be donated to charity or appropriately disposed of after this time. To enquire about lost property, please contact events@surreycaretrust.org.uk with a description of your item.
- Refreshments are provided as part of the experience, we cannot guarantee that they are free from allergens such as nuts, gluten, or dairy. Guests are responsible for checking ingredients and informing staff of any allergies at the time of booking. Parents and carers remain responsible for monitoring children's food consumption.
- While all safety measures are in place, participation is at your own risk, and you acknowledge the inherent risks of river travel.

- Surrey Care Trust does not accept liability for injury, loss, or damage except where this cannot be excluded by law.
- Guests are responsible for bringing and managing their own medication (for example, inhalers, EpiPens, or other prescribed items). Please let our crew know in advance if you have a medical condition that may require urgent attention. Our qualified first aider will provide immediate support and contact emergency services if required, but we cannot administer personal medication on your behalf.
- The event and boat are covered by public liability insurance. Participants are responsible for their personal insurance cover if desired.

Data Protection

- Personal information provided for bookings will be processed in accordance with data protection laws and our privacy policy and will only be shared where necessary for event administration.

Complaints

- Any concerns or complaints should be addressed to the Event Manager on the day, or emailed afterwards to events@surreycaretrust.org.uk.

Event Changes

- Surrey Care Trust may make minor changes to departure times, routes, or onboard activities where necessary.
- Ticket holders will be notified as soon as reasonably possible of any significant changes.

By attending Swingbridge Santa, you agree to follow these terms and help us make the trip safe, fun, and memorable for everyone!