

Surrey Care Trust's Swingbridge Santa Terms & Conditions

Thank you for joining us for Swingbridge Santa.

Please read these Terms and Conditions carefully before booking. By completing a booking, you agree to these terms.

Sailing experiences depart from, and static Santa experiences take place at, Sea Cadet HQ, Dapdune Wharf, Wharf Road, Guildford, GU1 4RR. This is a change of location from previous years. The main entrance can be found using what3words: [///rates.face.icons](#).

Booking & Payment

- Tickets must be booked in advance through our official website or an approved ticketing partner.
- Paid tickets cost £15 per person, plus a 10% booking fee (£1.50), making the total payable £16.50 per paid ticket. The ticket price and booking fee will be shown separately during booking.
- Your ticket covers either a sailing Santa experience or a static Santa experience aboard Swingbridge *Tranquility*, depending on river and safety conditions.
- Children aged one and over at the time of the experience count as passengers for vessel-capacity purposes and require a paid ticket at the standard price.
- Children under one at the time of the experience travel free but must have a free infant ticket booked so that we know they will be on board. They must be held by a parent or carer throughout the experience.
- You are responsible for selecting the correct date and time and providing accurate contact details when booking.
- Your booking is confirmed only once full payment has been received and a booking confirmation has been issued. Please check your confirmation carefully and contact us promptly if any information is incorrect.
- As this is a leisure experience booked for a specific date and time, the statutory 14-day right to cancel does not apply.

- Tickets may be given to another person if you are unable to attend, but they must not be resold for profit or through an unauthorised secondary ticketing platform. The person attending must present the valid ticket or booking confirmation.

Cancellations & Refunds

- Tickets are non-refundable if you cancel or do not attend, including because of illness or other personal circumstances, except as stated in these Terms and Conditions or where required by law.
- If you wish to move your booking to a different date, please contact Surrey Care Trust. Any change is at our discretion, subject to availability and cannot be guaranteed. No refund will be given if a suitable alternative date is unavailable.
- Please check the location carefully and arrive at least 10 minutes before your scheduled start time. The boat cannot wait for late arrivals. If you arrive late or go to the wrong location and miss your experience, admission or transfer to another time cannot be guaranteed. No refund will be given except as stated in these Terms and Conditions or where required by law.
- If river or safety conditions prevent sailing, a static Santa experience will be provided aboard Swingbridge Tranquility while the boat remains moored at Dapdune Wharf. This is not considered a cancellation, and no transfer, refund, partial refund or compensation will be offered solely because the experience is provided in its static format.
- If Surrey Care Trust cannot provide either a sailing or static Santa experience, you may choose to transfer your booking to another available date or receive a full refund, including the booking fee. Transfers are subject to availability.
- Nothing in these Terms and Conditions affects your statutory rights.

Please see “**Flood Contingency, Poor Weather & Static Santa Experiences**” below for further details.

Flood Contingency, Poor Weather & Static Santa Experiences

- If the River Wey is in flood, or river or safety conditions make navigation unsafe, the Swingbridge Santa experience will operate as a static Santa experience aboard Swingbridge *Tranquility*. The boat will remain moored at **Sea Cadet HQ, Dapdune Wharf, Wharf Road, Guildford, GU1 4RR**. The main entrance can be found using what3words: **///rates.face.icons**.
- A static Santa experience means the boat will remain moored, but guests will still enjoy the festive experience with Santa and the planned onboard activities.

- River conditions will be reviewed on the day before the experience and kept under review until the scheduled start time. Decisions will take account of the available National Trust river-condition information. The skipper's decision on whether it is safe to sail is final.
- Tickets are valid for either a sailing or static Santa experience. A static experience provided because of river or safety conditions is not considered a cancellation, and no transfer, refund, partial refund or compensation will be offered solely because the experience is provided in its static format.

Boarding & Safety

- Please check the location carefully and arrive at least 10 minutes before your scheduled start time. The boat cannot wait for late arrivals. If you arrive late or go to the wrong location and miss your experience, admission or transfer to another time cannot be guaranteed. No refund will be given except as stated in these Terms and Conditions or where required by law.
- 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 07956 736173 or email events@surreycaretrust.org.uk before booking. We can accommodate up to two wheelchairs per experience, subject to availability and safe boarding conditions. The boat is not suitable for large mobility scooters.
- Guide and assistance dogs are welcome, but no other animals are permitted. If you intend to bring an assistance dog, or if you or a member of your party has a serious allergy to or fear of dogs, please call 07956 736173 or email events@surreycaretrust.org.uk before booking so that we can discuss suitable arrangements. We cannot guarantee that any experience will be dog-free.

Event Communications

- Important information, including changes arising from river conditions, will be communicated by email and/or text message using the contact details provided at booking.
- Please ensure your contact details are correct. We cannot guarantee that calls, texts, or emails will be seen immediately before or during sailings.

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.
- We aim to have a qualified first aider present at every sailing and static experience. In the event of a medical emergency, the crew will follow emergency procedures and contact the emergency 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.
- 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. Where we photograph or film adults for these purposes, we rely on our legitimate interests in promoting our work, and you may object at any time as set out below.
- Images of children under 18 will only be published where parental or carer consent has been given in advance, either during the booking process or in writing at check-in.
- You may withdraw consent, or object to the use of your image, at any time by notifying a staff member or emailing events@surreycaretrust.org.uk. We will stop using your image in any future materials and will take reasonable steps to remove it from platforms we control. However, we cannot guarantee removal of material already published, printed, or shared by third parties before your request was received.

- 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.
- Please take reasonable care of your belongings. Surrey Care Trust will only be responsible for loss or damage where caused by our failure to exercise reasonable care and skill or where liability cannot lawfully be excluded.
- 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. Allergen information for all refreshments served is available on request from our staff. If you have a food allergy or intolerance, please tell us at the time of booking or speak to a member of staff on the day so we can advise you accordingly. Parents and carers remain responsible for monitoring children's food consumption.
- This experience takes place in an open river environment, which carries inherent risks such as cold weather, uneven surfaces, and the general nature of travel on water. By participating, you acknowledge these inherent risks. This does not affect our responsibility for injury, loss, or damage caused by our own negligence, which we do not exclude.
- 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, including for safety or operational reasons. Where a change would materially affect your ability to take part in the experience, such as a significant change to timing or the cancellation of the sailing, we will notify you as soon as reasonably possible using the contact details provided at booking. Decisions relating to river conditions and safety are reviewed the day before the scheduled event.

By completing your booking, you confirm that you have read and agree to these terms and conditions. All guests must follow these terms while attending the experience.