



## Function Guidelines

### Set up/ clear away

- We endeavour to allow up to two hours set up time at Temple pier before a function, however this can not be guaranteed. Any clients requiring extra set up time are requested to book additional hours. Any additional time booked will be charged at the normal hourly rate.
- Passengers permitted onboard during the set up time are restricted to people actually helping to set up. Any other passengers may be asked to disembark until the boat is ready for boarding.
- Clients using a pier other than Temple are welcome to remain onboard and travel with the vessel to their chosen embarkation pier.

### Embarkation

- The vessel will endeavour to be ready for boarding 15 minutes before the requested embarkation time, passengers will not be permitted onboard before this time regardless of weather conditions. Organisers are requested to pass this information on to their party to ensure they arrive at the correct time.
- The vessel will leave the pier at the requested time and anyone not onboard will be left behind. CPBS will not be responsible for late passengers missing the function.

### Health and Safety

- Due to the tidal nature of the River Thames the walkway to the pier can be steep at certain times of the day. Our crew are always on hand to offer help to the elderly, very young, disabled or anyone else who may need assistance.
- A safety announcement will be given by the Captain at the start of your function.
- At all times the vessel will remain under the Captain's control.
- To reduce the danger of slips, trips and falls, we ask that drinks are not taken on the dance floors.
- It is recommended that appropriate low heeled footwear is worn when onboard any moving vessel.

### Reception drinks

- Reception drinks from our reception drinks list will be served in real glasses and set out on a table for passengers to help themselves to when boarding.
- Should clients wish to choose any other drinks from our bar tariff as reception drinks these will be set out in plastic glasses.
- Clients wishing to purchasing wine or champagne by the bottle will be provided with the bottle and plastic glasses and will be responsible for pouring and serving.

### Corkage

- Clients are not permitted to bring their own beverages onboard. Wine and champagne may be brought onboard during the week by prior arrangement only.
- Corkage will be charged on any wine and champagne brought onboard at the current rates.
- Corkage charges cover storage, chilling and pouring wine, sparkling wine or champagne in real glasses.
- Corkage is not permitted on weekend functions (Friday evening to Sunday evening)

### Glasses

- All drinks from the bar are served in plastic glasses. Soft drinks, spirits and mixers, half pints of lager and wine are served in plastic tumblers, pints of lager are served in plastic pint glasses and champagne is served in plastic flutes. If a client requests real glasses we require additional bar staff to collect, wash and dry glasses, all additional costs are passed onto the client. The number of bar staff required is dependent of passenger numbers.
- Real glassware is dependent on passenger numbers and vessel being hired.



### **Bar staff**

- If extra bar staff are required these are charged for the duration of the function plus one hour set-up and one hour clear-up (a total of two extra hours).

### **Bar**

- On functions where more than 10% of guests will not be drinking alcohol, the office should be notified in advance of the booking as a surcharge may apply.
- Onboard the Golden Jubilee and the Golden Flame, one of the bars may remain shut or be closed during the function if numbers drop and / or demand is low. Clients wishing to have both bars open for the entire function should liaise with the office at the time of booking their function as a charge for extra bar staff may apply.
- Account bars can be operated on a specific drinks system, i.e. beer, wine and soft drinks only, and any drinks not available within the account will remain available for purchase by individuals.
- Clients who run an account bar during the evening and require an itemised receipt must request this from the Bar Manager at the beginning of their function. We regret that itemised receipts cannot be supplied once the bars have been closed.

### **Catering**

- There is no requirement to have catering onboard our vessels.
- Clients using CPBS caterers must cater for all passengers onboard.
- Should clients wish to use their own caterers then a surcharge will apply. The surcharge will apply to everyone onboard.
- Under no circumstances does the own catering surcharge include 'own beverages'. CPBS does not allow any drinks (soft or alcoholic) to be brought onboard.
- On vessels equipped with a galley the surcharge covers use of the galley, hob, microwave and waste disposal. For vessels without a galley the surcharge covers waste disposal.
- Surcharge does not include use of any cooking utensils (pots, pans, wooden spoons etc), crockery, cutlery or linen.
- If using the galley for own catering clients are responsible for fully cleaning this area at the end of the function.

### **Tables and chairs**

- Our tables are trestle tables which seat a maximum of 6 people, 3 per side. We have a number of these tables which can be used on the Golden Jubilee and the Golden Flame (Please note that when a buffet has been ordered, three of these tables are used to set out the food.)
- In addition to any fixed seating, we have buffet chairs for use on the Golden Jubilee and the Golden Flame.
- Each booth on the Golden Star seats 6 people and 62 passengers can be seated at one time. Numbers for seating with catering varies, please check with the office.
- Tables will be covered in paper banquet roll. Clients using CPBS caterers can request linen for an additional charge.
- Clients requiring additional trestle tables or buffet chairs, round tables or gilt chairs can hire these in at cost.

### **Entertainment**

- Clients wishing to provide their own entertainment onboard may do so for a surcharge.
- If our equipment is used then a £250 damage deposit may be taken (in addition to the hire charge), this is refunded at the end of the function as long as there is no damage to the equipment.
- Noise limiters are fitted on our vessels in order to comply with current noise regulations and these are under the Captain's control at all times.

### **Laying alongside a pier**

- We are able to spend part of a function alongside a pier. This must be booked through the office at the time of confirming your function.
- The time spent alongside must be before 2300 hrs and is subject to availability and relevant pier charges.

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### **Payment**

- All invoices are payable in full 14 days before the function.
- Any additional charges incurred during the function must be settled at the end of the function by card or cash. Cheques are not accepted at this time.
- In the event of any accounts not being settled by the end of the function CPBS will invoice for the amount outstanding plus a 10% plus VAT administration charge.
- Any payments made on a credit card will incur a 3% plus VAT surcharge. There is no charge for debit cards.

### **Lost and Left Property**

- CPBS is not responsible for any items lost whilst on our boats.
- Any items found at the end of a function will be held for 7 days and must be collected from Temple pier. Any items not collected after 7 days will be discarded.
- Clients are not permitted to leave anything on vessels after their function, all equipment, decorations and any other items must be removed at the end of the function.

### **General**

- In line with current legislation smoking is not permitted anywhere inside our vessels. Smoking is permitted on the open decks at the rear of all vessels. Passengers who continuously ignore crew orders to stop smoking inside the vessels may be put ashore early and CPBS will not be responsible for their lost function time or travel costs.
- We regret the following are not permitted onboard under any circumstances:
  - Party poppers, silly string, confetti or table confetti or similar.
  - Dry ice, smoke or bubble machines.
  - Lit candles, sparklers, fireworks or similar.
  - Chewing gum.

### **Disembarkation**

- The boat will endeavour to arrive at the chosen disembarkation pier 15 minutes before the end of the function which is when the bars will close. Passengers will then have 15 minutes to finish their drinks and disembark. All passengers must have disembarked by the end of the function.
- Passengers delaying the end of the function will incur additional hourly charges at the appropriate rate and these will be billed to the organiser.

**Above all we want you to have fun and enjoy your trip on the river.  
If you have any special requests or comments please let us know and we will do  
our best to help.**

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