



CALEY CRUISERS

Your Pre Holiday Information

Information about Caley Cruisers

We run a hire fleet of 30 motor cruisers with 10 different boat classes: Balmoral, Strathspey, Highland Monarch, Highland Glen, Taransay, Highland Commander, Eriskay, Isle of Skye, Mull of Kintyre and Iona.

Detailed below you will find important information regarding your holiday with us. It is important that you read it carefully and pay particular attention to the highlighted areas regarding the arrival/instruction procedure. We do hope that it answers any queries you may have, however if there is anything you are still unsure about, please contact us. Our office hours are Monday to Friday 9am – 5pm all year and Sat 9am – 4pm April - October inclusive. During busy periods it is not always possible for us to answer the phone personally so please leave a message and we will return your call as soon as possible.

Arrival

1. The Safety Briefings will commence from 12:00. Your skipper must be present for the briefing and it is important that as many crew members as possible (including children) attend the Safety talk and film. The last briefing will commence at 14:00, therefore it is important to arrive before then. The Safety film is followed by a Boat Handling Instruction, for this we require your skipper and another competent, adult crew member. If you are already experienced then you will simply need to demonstrate your boat handling skills during the instruction to us.

Problems arise when customers arrive late therefore please make sure you allow plenty of time for your journey. Summer traffic can cause considerable delays (it can take 2 hours to travel the 60 miles on the A82 from Fort William to Inverness in the summer!).

You may come along to the boatyard at any time during the morning to check in and leave luggage with us. A waiting and luggage storage area is located in the boatyard. Once the instructions have commenced there will be very little time spare for shopping prior to your departure from the boatyard, therefore we do recommend that you have your shopping done prior to your arrival. Or order online at ASDA, Sainsbury's and TESCO for delivery to the boat yard.

Should you unavoidably be arriving after 14:00 it is important you contact us so that we know when to expect you. It does help us considerably if you complete the form overleaf, and please state a mobile telephone number, if available, so we can contact you if necessary. It is also possible to complete the arrival information online on our website.

For safety reasons we cannot allow anyone to leave the boatyard without receiving the instructions.

2. Your cruiser will be ready between 12:00 and 14:00. We make every effort to let you board prior to 14:00, however, on occasion important maintenance/repairs have to be completed which may result in your vessel being ready for boarding slightly later than 14:00. Once on board you will receive a demonstration on the boat interior and boat handling.

3. Bed linen, towels and life jackets will be on board your cruiser. We have all sizes of life jackets, baby to X-large adult. Please check that everyone onboard has a life jacket which fits. Any bed linen/life jacket changes must be made prior to departure from the boatyard.

4. Departure from the boatyard (usually between 14.30 and 15.30) is done in small convoys, travelling along the first 5 mile canal section to Dochgarroch. Once through the lock, you will find all weather berthing facilities - some with shore power connections – and also toilets & showers. Apart from a small restaurant, there are no other facilities at Dochgarroch. Urquhart Bay Harbour is the next safe overnight stop and approximately 1hr 30min cruise from Dochgarroch. From the harbour it's a 20 minutes walk into Drumnadrochit where you will find hotels, restaurants and a few pubs. Please note: a £10 overnight berthing charge for the harbour is applicable (payable in £ coins; card payments may also be possible in 2013).

Occasional rough weather conditions may mean that you have to spend the first evening at Dochgarroch, therefore please make sure you have enough supplies on board just in case it is not possible to make it to Urquhart Bay Harbour on your first evening.

Departure

Most people tend to spend their final night back at, or near to, the boatyard. There are some lovely places to eat out in Inverness, we're happy to give recommendations and assist with booking a table. At the base we have toilets, showers, shore power and WiFi facilities free of charge. When you return to the boatyard, vessels are usually refuelled and fuel accounts finalised. During the summer opening hours of the canal, you can stay on the east side of Dochgarroch Lock and come through Tomnahurich Bridge as soon as it opens in the morning (approx. 08:00 am). This may also be possible at other times of the year but only by prior arrangement with the boatyard as, due to a restriction, the bridge does not operate until 9.15 am Mo-Fri. **Please note that vessels are due to be returned to the boatyard by 8.30 am on the day of departure.**

Additional Information

Electrical Appliances - The easiest and most convenient power source on all of our boats is the 12v cigarette lighter connection which is more than adequate for charging mobile phones and devices. All boats except the Iona class also feature a 240 volt inverter which means that mains power (3 pin plugs) can also be used on board at any time (battery power levels depending). Electrical hook-up is available on all boats but please note that there are only a few electrical hook-up points along the canal (fee applicable), therefore we do not recommend that you rely on this. On all boats we request that only appliances requiring **no more than 1500 watts** should be used.

What to bring - It is advisable to use soft luggage cases for on board. Hard cases are impractical and bulky. If you are travelling by rail, air or coach, we will be happy to store at the boatyard any cases or equipment you will not require onboard while you are on holiday. Recommended types of clothing to take with you are: general outdoor activity clothing, waterproofs and spare clothing, deck shoes or other suitable footwear such as lightweight hiking boots. **Please also remember to bring gloves as they are very important for rope work.** Other recommended items are: sunglasses, sun lotion and insect repellent. A selection of outdoor clothing, footwear, canal charts etc. can be obtained from our sister company Caley Marina & Chandlery (www.caleymarina.com). **No first Aid kit supplied so please bring your own.**

Change over days – Friday, Saturday and Monday - depending on boat class.

Banks - There are banks in Inverness, Drumnadrochit and Fort William. You can pay in most restaurants and supermarkets with your credit or debit card.

Grocery Supplies - There are various stops along the canal where you can stock up with supplies, the first one being the village of Drumnadrochit, accessible from Urquhart Bay Harbour. But we do recommend that you purchase some basic supplies from Inverness prior to your departure from the boatyard just to get you started. There is a Co-op located close to the boatyard or order online at ASDA, Sainsbury's and TESCO for delivery to the boat yard in time for your departure. Please contact our office for further information on this.

Bedding - All fixed berths have duvets (no feathers), sheets, pillows and blankets. For convertible berths in the saloon and dining area we supply sleeping bags, pillows and blankets. You are welcome to bring your own bedding, please inform the boatyard prior to arrival. 2 towels per person are also provided free of charge. Please advise us in advance of any allergies to pet hair or cleaning products.

Pets: We kindly ask our customers to bring pet-blankets or pet-baskets and to ensure that the pets do not lie on the bedding or seating.

Smoking: We respectfully request that customers do not smoke inside the boats.

Fishing - You can fish for brown trout, pike and eel only, anywhere in the canal sections and also on the lochs. However, there may be restrictions on some of the lochs, due to private land owner fishing rights. The fishing season runs from April through to the end of September. Please note:

Salmon and sea trout fishing is not permitted at all (neither is the use of salmon fishing equipment). Fishing is permitted off your hire cruiser only, not from the shores. Fishing tackle can be bought or rented locally at Graham's of Inverness, www.grahamsonline.co.uk, 01463 233 178 (bait may also be available). Please leave sufficient time prior to your arrival to the boatyard for arranging fishing tackle. Please note: Fishing tackle or bait is neither available at the Caley Cruisers boatyard nor along the cruising area, so stock up at Graham's or elsewhere before your arrival.

Inventory of Items on Board - On board your cruiser you will find the following items; all cutlery and crockery including glasses and egg cups. 1 small, 1 medium and 1 large pan, a frying pan and a grill pan. Casserole dish and lid, colander, measuring jug, roasting dish, teapot, French press, kettle, milk jug, sugar bowl, toast rack, butter dish and salt and pepper pots. Slotted spoon, serving spoon, potato masher, ladle, fish slice, wooden spoon, bread knife, small sharp knife, tongs, corkscrew, tin opener, cheese grater, potato peeler and scissors. There is a chopping board, sink tidy, washing up bowl with cloth and brush and a supply of environmentally friendly washing up liquid. 1 set of oven gloves and a tea towel, a dustbin with lid and dustpan and brush. A toilet roll is provided in each toilet and a toilet brush and toothbrush mug along with toilet cleaner and hand wash. There should be plenty of hangers in the wardrobes for your clothing. **We do not provide any condiments such as salt, pepper or cooking oil etc.**

Bicycles - Bikes are available to hire from the boatyard. Pre-booking is essential. The costs are £45 per bike per week or £30 per bike for a short break, payable on arrival. We also have children's bikes (suits 8-10 yr. old) available for £35 per week or £20 for a short break.

Fuel Deposit - Depending on the class of vessel booked, the Fuel Deposit will be £200 or £250. All of our vessels carry approximately 550 litres of diesel, which is enough fuel for about 2-3 weeks' cruising. The Fuel Deposit that you pay covers more than the average week's cruise. At the end of your holiday we will refuel your vessel and any extra charge or refund should be settled prior to your departure. You will be charged the fuel cost applicable at the time of your cruise. Please do not hesitate to contact our office should you have any queries regarding this matter. We will be happy to provide details on fuel consumption and averages for whichever vessel you are interested in.

Collision Damage Waiver - Payment of the non-refundable Collision Damage Waiver is applicable for all bookings. This provides you with fully comprehensive cover in the event of accidental loss or damage to your boat or its equipment. It also provides third party cover just in case, for example you accidentally cause damage to another vessel, jetty etc or cause injury to a third party. It does not cover any damage caused by the deliberate or negligent act or omission of you or any member of your party (including where the person concerned is under the influence of alcohol, drugs or any similar substance) or any failure by you to comply with our safety instructions or booking conditions. In this case we reserve the right to make a charge to cover the loss or damage.

Caledonian Canal Opening Hours of Operation - Caledonian Canal Hours of Operation - (subject to change) The bridges and locks are operated by keepers. The hours of operation are usually from 8.30am until 5.30pm (8am - 6pm in the summer) with a 7 day operation throughout the season. They close for a 1 hour lunch break, usually between 12.00 noon and 14.00, depending on canal traffic levels. Please note that at Fort Augustus you should plan to arrive no later than 15:00 hrs, if you intend to go through the flight the same day. On the final night of your holiday, and only during the summer opening hours of the canal, you can stay on the east side of Dochgarroch Lock and come through Tomnahurich Bridge as soon as it opens in the morning (08:00am). This may also be possible at other times of the year but only by prior arrangement with the boatyard as, due to a restriction, this bridge does not operate until 9.15am Mo-Fri. **Please note that all vessels are due to be returned to the boatyard no later than 8.30am on the day of departure.**

You are strongly recommended to take out your own Personal Travel & Cancellation Insurance for your holiday.

Please complete the form below and send it to Caley Cruisers by mail, fax or email at least 7 days prior to your arrival. Or use the form provided on our website www.caleycruisers.com/preholidayinfo.asp

Previous Boating Experience (please tick box)

This is my first boating holiday.

I have been boating once/a few times in Inland Canals and/or Norfolk Broads.

I take Boating Holidays frequently and have boat handling experience.

I have been boating with Caley Cruisers before.

details: _____

Bikes: If you would like to hire bikes please tick this box and give details of numbers required below. We will contact you if no bikes are available anymore:

Adult _____ Child (suitable for 8-10 yrs.) _____

Charges applicable, weekly/short breaks: Adult £45/£30; Child £35/£20.

Although payable on arrival, pre-booking is essential.

Name: _____

Address: _____

Boat Class: _____ Holiday start date: _____

It may be necessary for us to contact you during your journey so please

*state a **mobile telephone number** which will be switched on:* _____

Allergies to pet hair or cleaning products:

yes no

Details: _____

Travel by:

train bus plane car

Estimated time of arrival at the boatyard:

car 1	
<i>reg. number</i>	
<i>colour</i>	
car 2	
<i>reg. number</i>	
<i>colour</i>	