



PLEASURE  
BOATS

# information

## Access and Assistance for Reduced Mobility Passengers

Greenslade Pleasure Boats Ltd provides passenger tripping services from Poole Quay around Poole harbour & Islands, Brownsea Island, Wareham River, Swanage, Bournemouth & Poole Bay.

The Purbeck Princess was purpose built to accommodate up to 179 passengers, The Purbeck Pride 157 passengers and the Purbeck Gem 150 passengers for trips for 1 to 5 hours duration. These are maximum passenger numbers.

All vessels comply with the legislation defined by the Department of Transport and is regulated by the Maritime and Coastguard Agency.

Reduced Mobility means those people with physical disabilities, speech, hearing or sight limitations and those with mental health problems. It also includes the elderly and parents with young children.

The Company supports access and assistance for reduced mobility passengers wherever practicable and safe. However when the vessels were built they were never designed specifically to accommodate such passengers. Furthermore the design and provenance of the vessels does not lend to adaptation.

- All vessels have steps (Purbeck Pride & Purbeck Gem, steep leading to the saloon area and small toilets. (Please note all steps vary in height).
- Large variations in angle of narrow gangway dependent on tide conditions, gangway width
- 28 inches / 71 cms , length 11 foot / 3.35 Metres.
- Gangway unavailable at certain destinations please check.
- Some steps onto boat from gangway to upper deck (Tide dependant).
- Fixed bench seating. (upper and lower decks)
- Safety Lip, bow entrance saloon doors (Purbeck Gem).

Mindful of the above, the following policy shall be applied to accommodating Reduced Mobility Passengers on all our vessels.

1. The Company shall make available to the public this policy/Risk Assessment in the Company Terms and Conditions applicable to local tripping excursions.
2. Passengers with any special needs where appropriate be accompanied by a personal carer.
3. The Skipper and Crew where possible will make every reasonable effort to assist reduced mobility and special needs passengers. Crew are able to help with the following; folding wheelchair, buggy's where appropriate. Battery operated mobility scooters are accommodated at the discretion of the skipper and crew. If no individual part of your wheelchair or mobility scooter weighs more than 23kgs when disassembled. Our crew will be able to transfer it on and off of the vessel as appropriate. You or your travelling

companion will be responsible for assembling your wheelchair or mobility scooter, although if requested, our crew will be able to assist you where safe and practical to do so.

We are able to assist with arm guidance but cannot assist with any lifting or weight bearing of passengers and or mobility scooter parts.

4. Where the Skipper considers that such passengers may be at risk in an emergency situation then the Skipper has the right to refuse passage. (Also see items 5 & 6)
5. Where a passenger is a continuous wheelchair user, or cannot move freely without the use of a wheelchair, all the vessels may be deemed unsuitable. This is for the safety of passenger. (Item 4 will apply)
6. Where a passenger partially uses a wheelchair and can move short distances without its use, vessels may be accessed, subject to the passengers own limitations, passengers need to be aware of all hazards, steps, slopes, gangways, toilet facilities. (Item 4 will apply).

## GROUP GUIDLINES

Please read through the following guidelines carefully they are for you and your groups safety while travelling on board any vessel.

- Please make sure that your group is kept together at all times while onboard any vessel.
- When lifejackets are requested by a group please be aware that regulations state that while lifejackets are worn passengers are to stay on the top deck of the vessel at all times.
- Group leaders are to make themselves known to staff members of the vessel on which they are travelling.

## OUTWARD FERRIES

- Groups are requested to bring their confirmation form, and present this on arrival at the kiosk. You are asked to arrive in plenty of time for your ferry – if for any reason you are going to be late or miss your booked ferry then please ring our kiosk. If you fail to inform our kiosk of any change then priority on the next available ferry cannot be guaranteed.
- Group leaders are to be the first off the vessel ahead of their group at Brownsea, where they will make themselves known to the Pier Wardens/NT Volunteers.

## RETURN FERRIES

- Please make sure that when your group arrives back at the pier on Brownsea that you make yourselves known to the Pier Warden/NT Volunteers.
- Groups are reminded that if you miss or decide to get a different ferry back to Poole, then you will no longer get priority on that ferry.\* (NOT applicable to Wareham Cruise)
- \*When you book in advance on a specific ferry you are given priority. (NOT applicable to Wareham Cruise)
- Please be aware that during busy periods groups may be split between ferries this may be due to late bookings or missed ferries.



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## Luggage Allowances on Ferries to Brownsea Island

The Marine and Coastguard Agency (MCA) are responsible throughout the UK for implementing the Government's maritime safety policy. That includes checking that ships meet UK and international safety rules. They work to prevent the loss of lives at the coast and at sea, to ensure that ships are safe, and to prevent coastal pollution.

The ferries operating to Brownsea Island are bound to abide by rules and regulations set and monitored by the MCA. If the ferry companies fail to abide by these rules, they could lose their licence. These rules are in place for the safety of everyone aboard the ferries including you and your group.

The rules cover the carrying of luggage and equipment on any ferries including those travelling to Brownsea Island. This means that the ferry companies need to restrict the amounts of luggage carried. This is similar to ferries travelling to other destinations (e.g. the Isle of Wight) and to commercial airlines.

There are basically three different options for your group to choose from:

1. Restrict the luggage to two small rucksacks per person less than 30 litres per rucksack (see pictures below) – one can go on the lap of the passenger and the other under the seat. In this case your group can arrive and depart on any scheduled ferry (you must book with them in the normal way).

2. Each member of the group can bring a large rucksack more than 30 litres (see pictures below) but this has to take the place of a passenger, i.e. sitting on the seat next to the owner. This reduces the passenger capacity on the ferry and so should be paid for at the child group rate. Or price quoted

You must book with the ferry companies in the usual way

3. Your group can charter a luggage boat from the ferry companies from Poole which can carry any amount of luggage and a limited number of passengers – any more must travel on the passenger ferries. The cost of a Luggage boat is negotiable each way and is subject to availability and must be booked in advance.

Food can be carried to the island in addition to the above and it is helpful if this is in plastic crates rather than loose carrier bags. All luggage including food must be loaded onto the boats by the group, not the boat crew. Groups are responsible for their own luggage at all times.

We are aware that this does have an impact on what groups can bring across to the island and would like to remind you that virtually all of the tents and equipment that you could need can be hired on the island rather than having to bring it across yourselves. We would advise you to make use of this facility.

If you are staying on the island for one night only, then we would advise you to follow option 1, otherwise you will be paying for large rucksacks to travel

### **Please note:**

Failure to follow these guidelines could result in the ferry companies refusing to carry your group's luggage. Remember that they could lose their licences if they break the rules enforced by the MCA.