

The boat will depart promptly at the specified time so guests need to arrive at Millmead Island (behind the Yvonne Arnaud Theatre) 10 minutes prior to sailing. The closest car parks are at Millmead House, GU2 4BB; Millbrook, GU2 4BB and Debenhams, GU1 3UU.

Please also note the following:

- The cruises last for approximately 45 minutes
- We do not have room for buggies or any other large items on board
- In order to keep everyone safe, we require you to make three points of contact as you board (i.e. two hands and one foot), so any younger children need to be helped onto the boat by somebody already on-board.
- Children under the age of one will not be charged but must be held by a parent/carer at all times.
- Children over the age of one have to be legally allocated a space, therefore will be charged at full rate.
- No refund will be offered should customers be running late and the boat has departed on time.
- The children's behaviour and safety is the responsibility of their parent or carer.
- Please remain on board until the crew say it is safe to depart.
- There is a small bathroom on board but the tap water can get very hot.
- The boat is unheated so it is vital that you wrap up warmly and wear appropriate footwear.

As Swingbridge1 is equipped with an all-weather canopy, we can cruise in all weathers. However, trips are subject to river conditions and in the event of the river being closed, we will offer you the following options:

- A partial refund (50%) and the opportunity to meet Santa on-board the stationary boat at Dapdune Wharf (Dapdune Wharf, Wharf Rd, Guildford GU1 4RR). Free parking is available here. Or:
- A full refund.

Please note may only be aware 12-24 hours prior to the trip if this is the case but ticket holders will be notified as early as possible of cancelled departures.