

YOUR PERSONAL

CAPTAIN'S MANUAL

YOURS TO KEEP



RICHARDSON'S
BOATING HOLIDAYS

— IN THE BROADS NATIONAL PARK —

richardsonsboatingholidays.co.uk



Welcome to your Richardson's boating holiday.

This manual is to provide you with all the essential information you will need to ensure you have a carefree and happy holiday.

Thank you for choosing Richardson's for your boating holiday. Bon voyage!

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Welcome Aboard

The Broads is our life – we enjoy it for work and pleasure all year round.

We want you to feel the same way about this magical place, and hopefully during your holiday within these beautiful waterways you will discover why so many hold the Broads National Park near and dear to their hearts.

This 87-page Captain's Manual will equip you with the knowledge needed to ensure you have a safe and enjoyable holiday.

So welcome aboard; we're so happy you've chosen to take your holiday with Richardson's in the Broads National Park.



IMPORTANT

We sincerely hope that you have an enjoyable and trouble free holiday. However, should any defect or mechanical fault occur during your cruise please refer to our trouble-shooting guide at the back of this manual. If this does not help, please report the fault to us at the first opportunity.

Please have this information at hand:

1. Name and number (where applicable) of your boat
2. The exact location of your boat i.e. public house or focal point
3. Full details of the trouble you are experiencing

REPORT A PROBLEM OR FAULT – CALL 01692 581 081

Use this number to call the marina if you discover any problems or faults between 8am to 5pm Monday to Saturday or 9am to 3pm Sunday.

OUT OF HOURS ASSISTANCE – CALL 07768 164 129 / 07880 198 075

Our emergency engineers ***will only attend the following problems*** outside the hours quoted above;

- No drinking water
- No electrics
- No heating
- Gas leak
- Boat sinking

They will, at their discretion, either attend if you are in an accessible location or give you advice until the following morning. ***If the problem is not one of the above***, please call the marina number during our normal office hours quoted above.

FOULED PROPELLER – CALL 01692 581 081 / (07768 164 129 out of hours assistance)

If you get weeds caught around the propeller, you may contact the Marina by phoning the number above. Please give them the name of your cruiser and your ***EXACT*** location.

EMERGENCY – CALL 999 ASK FOR COAST GUARD OR 01603 756 056

Should you consider you and your crew to be in extreme danger call the Emergency Services or the Broads Authority River Control.

Please note: The following locations – Salhouse Broad, Berney Arms, Runham Swim, and Maycraft at Potter Heigham – are difficult for our service engineers to get to so if your boat is mobile please move to the nearest accessible location. If your boat is overheating on or approaching Breydon Water please tie up to the nearest post and call us on the number above.

Navigation of bridges

Please follow these instructions when approaching every bridge:

- 1. Slow down**
- 2. Check bridge height clearance of your boat and always ensure you have enough space between sides and roof of bridge to pass through with ease. A marker gauge on either side of the bridge will indicate the height clearance of the bridge**
- 3. Approach every bridge with canopy and screen lowered**
- 4. Ensure that loose equipment is removed from cabin tops and remove TV aerial and store inside the boat**
- 5. No persons are allowed on cabin tops or decks while passing under bridges**
- 6. If you have any problems or are unsure of any procedures, please telephone your marina**

NAVIGATION OF WROXHAM BRIDGE

You must use the pilot service (telephone 07775 297638) to navigate for you. There will be a fee of £15* which is payable to the pilot.

NAVIGATION OF POTTER HEIGHAM BRIDGE

You must use the pilot service (telephone 01692 670460) to navigate for you. The fee of £15* is payable to the pilot.

*prices subject to change

NAVIGATION OF BRIDGES IS ALWAYS AT THE PILOT'S DISCRETION



Air Drafts

The air draft of your cruiser will help you gauge if your cruiser will safely pass under a bridge or not – look out for the markers.

As per page 4, Wroxham and Potter Heigham Bridge require a Bridge Pilot – you must use them and their word is final.

AUTUMN Horizon	6'06"	1.98 mts
BARBADOS	7'01"	2.16 mts
BELLA DONNA	6'09"	2.06 mts
BELLA VITA	6'09"	2.06 mts
BRIGHT Horizon	7'00"	2.14 mts
Broadland GALAXY	7'00"	2.14 mts
Broadland MARS	6'10"	2.09 mts
Broadland ORION	6'09"	2.09 mts
BROADLANDER	6'09"	2.10 mts
BROADSMAN	6'09"	2.06 mts
BROADWAY	6'09"	2.06 mts
Broads HARMONY	7'02"	2.19 mts
Broads SERENADE	7'02"	2.19 mts
Broads SUNCHARM	7'00"	2.14 mts
Broads SUNRAY	7'02"	2.19 mts
Broads SUNRISE	7'02"	2.19 mts
Broads SUNSET	7'02"	2.19 mts
BRONZE Gem	6'09"	2.06 mts
CALYPSO	6'09"	2.06 mts
CAPRI	6'07"	2.01 mts
CAROUSEL	6'09"	2.10 mts
CLASSIC Gem	7'00"	2.14 mts
CLEAR Gem	6'09"	2.06 mts
CONCERTO	7'00"	2.14 mts
CORAL Horizon	6'06"	1.98 mts
CORFU	6.09"	2.06 mts
DIAMOND Gem	6'11"	2.11 mts
DOMINICA	7'00"	2.14 mts

ELITE	6'09"	2.06 mts
FINE Gem	6'09"	2.06 mts
FINE Horizon	7'00"	2.14 mts
FINESSE	6'10"	2.09 mts
GOLD Gem	6'09"	2.06 mts
MAGIC Gem	6'09"	2.06 mts
MAJOR Gem	7'00"	2.14 mts
MONACO	6'09"	2.10 mts
MOON ADVENTURE	7'03"	2.21 mts
MOON DISCOVERY	6'09"	2.06 mts
MOON VOYAGER	6'09"	2.06 mts
MOONRAKER	6'09"	2.06 mts
ONYX	6'09"	2.06 mts
OYSTER Gem	6'09"	2.06 mts
PEARL Horizon	7'00"	2.14 mts
RHAPSODY	6'09"	2.06 mts
RUBY Gem	6'09"	2.06 mts
SALERNO	6'10"	2.09 mts
San DIEGO	6'10"	2.09 mts
San DOMINGO	6'09"	2.06 mts
San ELENA	6'10"	2.09 mts
San FRANCISCO	7'00"	2.14 mts
San LUCIA	6'10"	2.09 mts
San LUIS	6'08"	2.04 mts
San PEDRO	6'08"	2.04 mts
San RAFAEL	7'01"	2.16 mts
San SALVADOR	6'09"	2.06 mts
San SEBASTIAN	6'09"	2.06 mts

continued overleaf

Air Drafts continued

San SELINO	6'09"	2.06 mts
San SUSANNE	6'09"	2.06 mts
SENSATION	6'10"	2.09 mts
SILVER CORAL	6'08"	2.05 mts
SILVER HARMONY	7'00"	2.14 mts
SILVER MELODY	6'06"	1.98 mts
SILVER MIRAGE	7'02"	2.19 mts
SILVER MYSTIQUE	7'02"	2.19 mts
SILVER MYTH	7'02"	2.19 mts
SILVER SYMPHONY	6'08"	2.05 mts
SOLITAIRE	6'09"	2.06 mts
SOVEREIGN	6'10"	2.09 mts
SPARKLING Horizon	7'03"	2.21 mts
SPRING Horizon	6'06"	1.98 mts
STAR Gem	6'09"	2.06 mts

SUNLIT Horizon	7'03"	2.21 mts
SUPREME	7'00"	2.14 mts
Swan RADIANCE	7'00"	2.14 mts
Swan RAPIDE	7'00"	2.14 mts
Swan RAPTURE	7'00"	2.14 mts
Swan REFLECTION	6'10"	2.09 mts
Swan REGAL	7'02"	2.19 mts
Swan RENOWN	7'01"	2.16 mts
Swan ROAMER	7'00"	2.14 mts
Swan ROMANCE	7'00"	2.14 mts
SYMPHONY	6'09"	2.06 mts
TOPAZ	6'11"	2.11 mts
TRANQUILLA	6'10"	2.09 mts
ULTIMATE Gem	6'10"	2.09 mts

Bridge restrictions

THESE CRUISERS WILL NOT PASS UNDER THE FOLLOWING BRIDGES

Broadland NEPTUNE	6'10"	2.09 mts	Potter Heigham Bridge
GLISTENING Horizon	7'09"	2.37 mts	Potter Heigham Bridge
MONTE CARLO	7'04"	2.23 mts	Potter Heigham Bridge
San VALENTINO	7'02"	2.19 mts	Potter Heigham Bridge
SILVER REFLECTION	7'02"	2.19 mts	Potter Heigham Bridge
SILVER SIMOOM	7'03"	2.21 mts	Potter Heigham Bridge
SILVER SIROCCO	7'03"	2.21 mts	Potter Heigham Bridge
SILVER SOLANO	7'03"	2.21 mts	Potter Heigham Bridge
SILVER SPIRIT	7'02"	2.19 mts	Potter Heigham Bridge
SILVER WISPER	7'03"	2.21 mts	Potter Heigham Bridge
SOPRANO	7'00"	2.14 mts	Potter Heigham Bridge
VISCOUNT	7'06"	2.29 mts	Potter Heigham Bridge



Broadland WAVE	8'00"	2.44 mts	Potter Heigham and Wroxham Bridge
ESCAPADE	8'00"	2.44 mts	Potter Heigham and Wroxham Bridge
MELODY	7'08"	2.34 mts	Potter Heigham and Wroxham Bridge
San JULIAN	8'04"	2.54 mts	Potter Heigham and Wroxham Bridge
San REMO	7'08"	2.34 mts	Potter Heigham and Wroxham Bridge

CAVALIER	8'04"	2.54 mts	Potter Heigham and Wroxham and Beccles Bridge
CONTESSA	8'04"	2.54 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER ELEGANCE	8'02"	2.49 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER HAZE	8'04"	2.54 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER MIST	8'04"	2.54 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER RHAPSODY	8'04"	2.54 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER SAPPHIRE	8'02"	2.49 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER SERENITY	8'02"	2.54 mts	Potter Heigham and Wroxham and Beccles Bridge
SILVER SOLITAIRE	8'02"	2.49 mts	Potter Heigham and Wroxham and Beccles Bridge

AMORE	8'06"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
BELLA SIGNORA	8'06"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
BOLERO	8'06"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
COMMODORE	8'6"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
COMMANDER	8'6"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
MOON BEAM	7'09"	2.37 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
MOON ENTERPRISE	7'09"	2.37 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
MYSTIC Horizon	8'06"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
SIESTA	8'06"	2.58 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge
Swan RANGER	7'09"	2.37 mts	Potter Heigham and Wroxham, Beccles and Wayford Bridge

Very important:

RIVER BURE

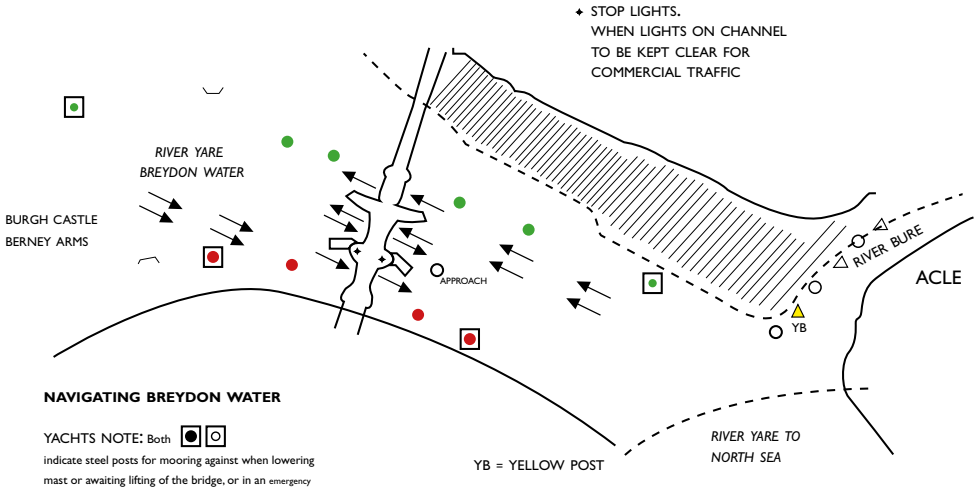
From the Stracey Wind Pump/Pontiac Roadhouse Public House to Great Yarmouth and beyond, you MUST AT ALL TIMES keep well away from the riverbanks. Please travel in the middle of the river if possible. The banks along this stretch of river are shelving and are extremely dangerous. You will run aground if you cruise too close.

BREYDON WATER

Once again, cruise between the marker posts/buoys on Breydon Water. DO NOT TRAVEL OUTSIDE THESE POSTS. You may place yourselves in a very dangerous situation if these instructions are not adhered to. You can only cross Breydon Water at low water. Please refer to page 52.

PLEASE NOTE:

You will be charged up to £250 to be towed off if you do go aground.



This could easily be you!

Always keep within the marked channels and posts
NEVER TAKE A SHORT CUT



WEAR YOUR LIFE JACKET • NEVER ENTER THE WATER • STAY SAFE!

Avoid the perils of Great Yarmouth by following these simple tips

ALWAYS CONSULT YOUR TIDE TABLES

When you are travelling to the Southern Broads, NEVER leave Acle Bridge before low water times shown for Great Yarmouth.

To avoid running aground, DO NOT cruise too close to the riverbanks between Acle, Great Yarmouth and beyond.

When you reach Great Yarmouth, pass under the two Bridges (KEEPING WITHIN THE TWO RED ARROWS shown on the Bridges) and on to Breydon Water. When you approach the **YELLOW MARKER POST**, please keep to the left of this post. When you have passed the Yellow Post, turn right and pass under the New Breydon Bridge using the right-hand span of the Bridge. Once you have passed through the Bridge, KEEP THE RED POSTS TO YOUR LEFT and the BLACK/GREEN POSTS TO YOUR RIGHT.

NEVER TAKE SHORT CUTS

On your RETURN JOURNEY the above instructions are reversed i.e. keep to the RIGHT of the **YELLOW MARKER POST**. Leave either Reedham on the Yare or St Olaves on the Waveney the same time as low water shown in Great Yarmouth
 WE CANNOT ACCEPT RESPONSIBILITY FOR DELAYS INCURRED IF THE ABOVE PROCEDURES ARE NOT FOLLOWED

IF YOU DO RUN AGROUND, IT IS YOUR RESPONSIBILITY TO PAY THE TOWING FEE WHICH CAN BE AS MUCH AS £250.00

Engine starting

PLATINUM FLEET ONLY

1. Ensure gear/throttle control is in the Neutral position
2. Turn the key to the run position. After five seconds, the pre-heat light on the dash panel will go out.
Turn the key to start
3. When the engine has started, check that cooling water is coming from the exhaust outlet

Daily engine checks

PLATINUM FLEET ONLY

These are unnecessary on this boat, however;

If any warning light or the alarm sounds while the engine is running, stop the engine and call the marina for advice.

NEVER REMOVE THE ENGINE COOLANT CAP

BOW AND STERN THRUSTERS (CERTAIN CRUISERS ONLY)

To operate the thrusters.

After the engine has been started, press the red button at the bottom of the thruster panel until you hear a single bleep and the light in the centre of the button is illuminated.

We ask that the thrusters are turned off after use, as the panel will bleep every 20 minutes and this can be confused with the engine overheat warning sounder.

To turn off the thrusters.

Press the button at the bottom of the panel until you hear two bleeps. The light on the button will go out. The thrusters will also turn off automatically when the engine is turned off.



HEATING CONTROLS

There are two heaters on board. Both controls are next to the radio in the saloon.

The right hand control operates the forward heater and the left hand, the aft heater.

These heaters use diesel fuel from your main fuel tank and consume fuel at the rate of 0.8 litres per hour each.

To turn the heating on, press the top right button – a green light will illuminate.

To switch off, press the top right button and the light will go out. The heater will continue for a short while on a cool down cycle.



Daily engine checks

CLASSIC FLEET – IF INSTRUCTED ONLY

If your trial run driver has asked you to do these checks please follow the procedures below.

NEVER DO THESE PROCEDURES WHEN THE ENGINE IS RUNNING!

Before you start your engine in the mornings, there are some easy checks to make.

OIL LEVEL	The oil level on the dipstick should be between the maximum and minimum markings. Top it up if needed.
COOLANT LEVEL	The coolant level should be level with the top of the tank. Use tap water to top it up.
DANGER!	NEVER remove the header cap if the engine is hot
WEED FILTERS	Your trial run driver will demonstrate those filters which need to be removed and cleaned of any weed daily. Failure to do so will cause the engine to overheat.
EXHAUST	When the engine is started and running, check the exhaust. Water must be coming out.
GAUGES	Please keep a watchful eye on your dashboard gauges at all times.
BATTERY POWER	Our boats have a number of differing battery systems. The engine starting battery is separate from all others so you will be able to start your engine and re charge or move on. As the capacity of the batteries are limited, please remember to conserve power by not leaving on cabin lights when there is nobody there and run your engine to keep your batteries charged as instructed by your trial run instructor.

To start the engine

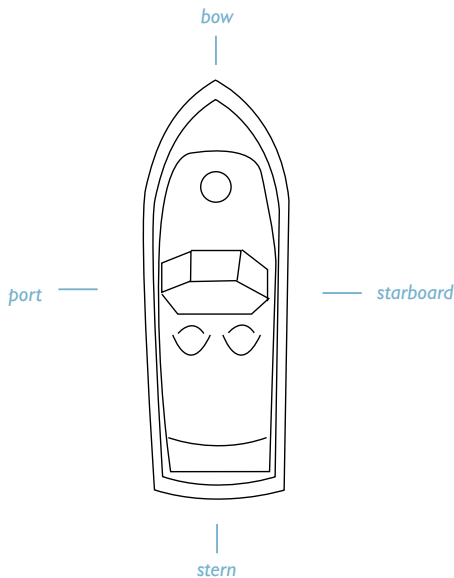
CLASSIC FLEET

1. Ensure the stop control – black 'T' bar – is pushed down
2. Put the gear/throttle control into the neutral position and pull out the silver button on the control lever
3. Now push the gear lever forward to full revs
4. Turn the ignition key clockwise until the red dashboard lights come on
5. Turn the key to the next position and hold for 10 seconds to pre-heat the engine.
The red lights will go off and the gauges drop. If it fails to start repeat this procedure
6. Once the engine has started, release the key to the run position. Make sure the red lights are out and the gauges are working. If they stay on, put gear into neutral position and give the engine a few sharp revs
7. Put the gear lever into the neutral position and push the silver button in. You are now ready to move off after untying the mooring ropes

To stop the engine

CLASSIC FLEET

Either pull the stop control black 'T' bar out or with the ignition on push the stop button. Once stopped, push the handle back in and turn the ignition key to the off position.



SATELLITE VIEWING ON THE SALOON TELEVISION

To turn on TV for Satellite viewing

Turn on inverter.

This activates the 240V system which also powers the TV/Satellite system.

Ensure the Satellite switch is on.

This switch will isolate the auto tracking satellite.

Only turn this off should you use the inverter system overnight as the tracking system will keep you awake.

After the TV has been switched on it will take a short while for the satellite to track and a picture to appear. You can now change channels using the Freeview© box remote.*

**Subject to satellite signal.*



SATELLITE VIEWING ON THE FORWARD CABIN TELEVISION

The forward cabin TV is controlled by the saloon TV and will only display the satellite channel which has been selected for the Saloon TV. You can only change a channel using the Freeview© box remote in the saloon.

PLEASE DO NOT attempt to retune the forward cabin TV.

This is a quick checklist which our visitors ought to know before the trial run driver leaves the boat.

LOCATION OF:

WATER FILLER CAP
WATER FILLER KEY
DECK GEAR (mop, boat hook, rond anchors, lifebelt, fenders and mudweight)
GAS CYLINDERS
GAS TAP – cooker and fridge
FIRE BLANKETS
TOILET PUMP
SHAVE AID/RAZOR POINT
DOOR KEYS
IGNITION KEY

WATER PUMP SWITCH
BILGE PUMP SWITCH (automatic and manual)
HEATER FAN SWITCH
BATTERY ISOLATOR SWITCH
ENGINE STOP
EXHAUST FOR WATER EMISSION

HOW TO:

START ENGINE (use of pre-heat etc)
STOP ENGINE
NAVIGATE THE RIVERS AND BROADS
MOOR (using rond anchors and tying to posts)
MOOR (stern-on/side-on)
MOOR (using wind and tide)
MANOEUVRE

HOW TO OPERATE:

SHOWER
TOILET
HEATER
FRIDGE
CANOPY/WINDSCREEN
SLIDING BERTHS

We hope that you have a most enjoyable time on our boat and hope you will holiday with us again. If you have any queries or questions, please do not hesitate to ask your trial run driver before you start your holiday.

RIVER WEED

We would like to make you aware that The Broads Authority, at times, cut weed on the Wroxham to Coltishall stretch of the River Bure. Due to the weed blocking engine cooling systems

boats may experience problems with overheating. We would advise that you monitor your engine temperature and contact the marina if problems occur.

Stalham marina information

MEDICAL ATTENTION

If you have a medical emergency, any marina on the Broads will be able to assist you with local doctors, or telephone NHS Direct on 111 for advice. Please see the following page for further telephone numbers. We recommend that if anyone on the boat is subject to a recurring illness, avoid mooring for the night in an inaccessible place.

RETURNING YOUR BOAT

Please return before 9.00am to the same quay you departed from i.e. Kingfisher or Swan Quay. Report to the Section Hut and inform the Section Leader you have returned and the location of your boat. We will then check the fuel used by filling the diesel tank, check the deck gear, interior, hull and superstructure. After this procedure has been completed, please leave your buoyancy jackets and deck gear inventory sheet on the boat. Then report to the Main Office Reception for your fuel refund. Visitors wishing to depart for home early instead of the normal return time of 9am, please return to the Marina by 4pm the previous day (except Sundays where you should return before 2pm as the Office is closed at 3pm) to enable time for fuel and security refunds etc.

Please note: if you choose to return the cruiser the night before, you may not stay on the cruiser after it has been refuelled. If you would like to stay on board overnight you must refuel in the morning.

LOST PROPERTY

Any items of property left behind at the end of your holiday will be returned to you on receipt of the relevant charge for postage. We can only hold items on your behalf for six weeks. Thereafter, the property will be disposed of.

PARKING YOUR CAR AT THE MARINA

If you leave your car parked at the marina for the duration of your holiday, we strongly recommend you remove any valuables i.e. radio/cassette, if possible. The Company accepts no responsibility for any thefts or damage to cars parked on their premises. In an emergency, please contact one of the 'emergency' numbers listed in the front of this manual.

CD & DVD PLAYERS

The company does not accept any responsibility for loss or damage to customer's personal CD or DVD disks, or for loss of time for repair.

ACCIDENT PROCEDURE

In the event of an accident it is your responsibility to:

1. Find out the name and number of any other boat involved together with the name of the owners and hirer.
2. To report the accident immediately, together with the extent of any damage or injuries to your Marina or Broads Authority.
3. **UNDER NO CIRCUMSTANCES MAKE ANY ADMISSIONS OF LIABILITY OR PROMISE OF ANY PAYMENT WITHOUT THE PERMISSION OF OUR INSURERS.**
4. Please complete the Accident/Damage Report at the back of this manual. Any failure to comply strictly with these requirements may prejudice your protection.

Doctor's surgeries across the Broads

ACLE	ACLE MEDICAL PARTNERSHIP Bridewell Lane, Acle, Norwich Telephone (01493) 717796
BECCLES	BECCLES MEDICAL CENTRE St Marys Road, Beccles Telephone (01502) 712662
BRUNDALL	BRUNDALL MEDICAL PARTNERSHIP 27 The Dales, The Street, Brundall Telephone (01603) 712255
COLTISHALL	COLTISHALL MEDICAL PRACTICE 20 St Peter's Way, Spixworth Telephone (01603) 737593
GT YARMOUTH	EAST NORFOLK MEDICAL PARTNERSHIP 147 Lawn Avenue, Gt Yarmouth (River Bure) Telephone (01493) 745050
LODDON	CHET VALLEY MEDICAL PRACTICE 40-48 George Lane, Loddon Telephone (01508) 520222
LUDHAM	LUDHAM SURGERY The Surgery, Staithe Road, Ludham Telephone (01692) 678611
MARTHAM	MARTHAM HEALTH CENTRE Hemsby Road, Martham Telephone (01493) 748833
NORWICH	NORWICH PRACTICES HEALTH CENTRE (WALK IN CENTRE) Rouen House, Rouen Road, Norwich Telephone (01603) 677500
OULTON BROAD	BRIDGE ROAD SURGERY 1a Bridge Road, Oulton Broad Telephone (01502) 565936
STALHAM	THE STAITHE SURGERY Lower Staithe Road, Stalham Telephone (01692) 582000
WROXHAM	HOVETON AND WROXHAM MEDICAL CENTRE Stalham Road, Hoveton, Norwich Telephone (01603) 782155
NHS DIRECT	Telephone 111

Emergency telephone numbers

- In situations involving fire, accidents with serious personal injury or immediate criminal behaviour call **fire, ambulance or police 999**
- HM coastguard will respond to other emergency situations such as all Broads water related emergencies including sinking, grounding on Breydon Water etc. **999**
- To report non-emergency matters to the police call **Broads Beat 101**. Ask for Broads Beat
- To report navigational matters such as obstruction of the channel, damage to markers and signs or pollution, and for navigational advice call **Broads Authority Broads Control 01603 756056**
- Accidents and incidents should also be reported to **Broads Control 01603 756056** if the emergency services have been informed
- For health advice and information call **NHS Direct 111**
- To report injured wildlife call the **RSPCA 08705 555999**
- To report an accident or breakdown involving your boat call your **Home Marina** on the number(s) provided in the front of this manual

If you have to telephone in an emergency be as specific as possible about your location.

Also give the following information:

- The name of the boat
- How many people on board
- The name of the river
- The nearest village
- Any nearby landmark or post number
- The nearest Broads Authority 24 hour mooring site – the sign may include a grid reference on a white sticker

If you have a mobile phone always try to keep it charged for use in emergencies.

For your health and safety

WEAR YOUR LIFE JACKET • NEVER ENTER THE WATER • STAY SAFE!

DO Wear your buoyancy jacket – all of you – all the time you are on deck, on the bank when mooring and any other time you might fall into the water.

DO Ensure you wear flat-soled, non-slip rubber shoes when on board.

DO Hold on – never take risks that may result in your falling in. Always hold on to grab rails. Always insist that non-swimmers stay in the cockpit whilst the boat is in motion.

DO Give help quickly if anyone falls in, either by hooking their clothes with a boat hook or by throwing a lifebelt.

DO Make sure everyone aboard knows the location of all emergency equipment, lifebelt, fire extinguisher, fire blanket etc and ensure they are all free and ready for use.

DO Make sure you know how to operate the boat's fire extinguishers.

DO Contact a marina immediately if you suspect a fuel or gas leak. They will gladly advise and help.

DO Immediately switch off all appliances and ventilate the boat if the carbon monoxide or smoke alarm sound.

DO Contact the marina, and if experiencing any symptoms of feeling unwell depart safely from the boat.

DO Make sure, when moored to the bank, quay or another craft, that the hull of your boat is protected by fend-offs. At all other times, leave the fenders down, hanging neatly half way between deck and water. They can be a valuable safety aid if anyone falls overboard and needs something to grasp onto.

DO Use your boathook with care. Never spike it into decks and roofs of other craft to fend off. If you apply too much pressure on the hook and the pole snaps there is a real danger of being impaled by the broken end.

DO Remember that on no account should you tow, or be towed by, other boats unless with professional assistance as towing can be an extremely hazardous operation if undertaken incorrectly.

DO Keep your mooring lines neatly coiled on deck when not in use and do not unnecessarily clutter the deck areas. It makes life much easier and reduces the risk of trip hazards.

DO Make sure a responsible crew member handles the ropes when mooring, particularly in tidal areas. (Young children should not carry out mooring procedures)

DO Start your engine before untying ropes.

DO Tie up before stopping your engine.

DON'T Use your buoyancy jacket for bathing.

DON'T Jump off a moving boat – if you fall it may crush you.

DON'T Approach anyone in the water stern first – that's where the propeller is.

DON'T Attempt to stop your boat by pushing it with your foot or hand. Boats are far too heavy and you risk serious injury.

DON'T Throw any rope, line or debris (watch out especially in shallow water) which may get round your propeller. It is your responsibility to arrange and pay for its removal, if that becomes necessary.

DON'T Use the Gas Appliances i.e. Cooker etc while the boat is in motion.

DON'T Allow extra people beyond the total crew you declared at the time of take-over without the boat operator's prior authority. The ventilation and accommodation are designed for the number of crew advertised only.

DON'T Cruise after dark. You have no navigation lights and are not insured for night cruising.

DON'T Throw your anchor aboard from ashore.

DON'T Use the deck cleats for towing, or being towed by, other boats. They are to be used for mooring purposes only.

DON'T Run aground, should you do so you will need to seek professional assistance by getting a message to the nearest marina or river inspector patrol.

DON'T Raise or lower a canopy, if you have one, except when moored. Make sure it is firmly fastened in windy conditions. It is lightly built and must not be stood on or used as a seat.

Your boating holiday should be a fun and relaxing break. Whilst every effort is made by us to ensure your safety, participants should be aware that boating and associated activities involving the water, involve a certain amount of assumed risk. You and your party should accept the inherent risks and ensure that your party has sufficient knowledge, skill and fitness for such activities.

Deck gear

Please be advised that you are responsible for the safe return of all the deck gear on your boat. Your security waiver does not cover loss or negligent damage to any equipment.

We would advise you to store deck gear i.e. mops, boat hook etc. inside the boat if you are leaving it for any length of time.

Please find listed the scale of charges relating to any lost items for which you are liable:

BUOYANCY JACKETS	£50.00
TELEVISION AERIAL	£25.00
KEYS	£25.00
LIFEBELT	£22.00
MUDWEIGHTS	£20.00
MOP	£18.00
BOAT HOOK	£18.00
ROND ANCHOR	£8.00
HAMMER	£8.00
ROPES	£8.00
FENDERS	£5.00
WATER KEY	£2.00

Prices subject to change.



Swimming in Broads rivers

Instances have been reported whereby swimmers are approaching boats and hanging on to fenders or the boat ropes, and being towed through the water.

On some occasions swimmers are boarding boats and causing damage.

This practice is dangerous to the swimmers themselves and can cause serious problems if ropes left trailing in the water get entangled around the propeller. Under no circumstances should hirers agree to tow swimmers through water.

If any instances of this nature occur, hirers should telephone 101 and ask for Broads Beat.

Norfolk Constabulary can be contacted on 101



Marina Moorings



This logo means that the marina where it is displayed is a member of the Broads Hire Operators Trade Association, affiliated to the British Marine Federation, and operating in accordance with the nationally approved code for the design, construction and operation of hire boats.

THE FOLLOWING MEMBERS, OPERATING HOLIDAY CRUISER OR YACHTS, OFFER FREE MOORINGS FOR VISITING MEMBER'S BOATS, BUT ALWAYS SUBJECT TO AVAILABILITY.

ACLE

BRIDGECRAFT

BRUNDALL

BROOM BOATS
SILVERLINE MARINE

HORNING

FERRY MARINA

LODDON

PACIFIC CRUISERS

POTTER HEIGHAM

HERBERT WOODS

REEDHAM

SANDERSON MARINE
CRAFT

STALHAM

RICHARDSON'S

UPTON

EASTWOOD WHELPTON
(no pump-outs)

WROXHAM & HOVETON

BARNES BRINKCRAFT
FAIRCRAFT LOYNES

Water is available (normally with a small charge to contribute to costs); toilet pump-out service is available at preferential; gas bottle exchanges are usually available free of charge to the hirer by arrangement with the home base; and diesel fuel can be supplied in the unlikely event that you need to refuel the tank during your cruise.

Norwich and Great Yarmouth Yacht Stations

Come and stay at Norwich Yacht Station during the summer season

Riverside Road, Norwich – tel 01603 612980

These are staffed daily from 8.00am to 8.00pm from the Saturday before Easter until the first week of November.

You are advised to moor up against the tide unless the wind is strong. Please indicate your intentions to the quay rangers and they will guide you in.

Accessibility – access to the quayside is dependent on boat and tide. The building is fully accessible to disabled users. Please phone for further information.

Day mooring £5* – overnight mooring until 10.00am the next day £12*.

It is a 15 minute walk from the city centre, and a two minute walk from Norwich train station.

Facilities include:

- Male, female and accessible toilets and showers
- Free water*
- Pump out facility priced at £12* for one tank, £15* for two and £18* for three
- Electricity charging point with £1* electricity cards available to buy
- Saleable goods including Ordnance Survey maps, tidetables etc.
- CCTV and combination lock security gates
- Rubbish disposal

Or why not stay at the Great Yarmouth Yacht Station during the summer?

Tar Works Road, Great Yarmouth – tel 01493 842794

Day mooring £5* - overnight mooring until 10.00am the next day £12*.

The building is not fully accessible to disabled users, but does have accessible toilets. Please phone for further information.

It is a 10 minute walk to market square – good shopping facilities and excellent fish and chips. 10-15 minute walk to supermarkets, and 30 minute walk to beach.

Facilities include:

- Male, female and accessible toilets and showers (showers £1* token)
- Free water*
- Electricity charging point with £1* electricity cards available to buy
- Saleable goods including Ordnance Survey maps, tide tables etc.
- Lighting at night
- Rubbish disposal
- Power points for electrical items (chargeable)



Reedham Quay

Reedham Yacht Station Riverside, Reedham.

Free Mooring. They also have a quay attendant at Reedham Quay from 9am to 6pm from the Saturday before Easter until the first week of November.

Facilities include:

- Free water*
 - Electricity charging point with £1* electricity cards available to buy
 - Saleable goods including Ordnance Survey maps, tide tables, etc.
 - Rubbish disposal
- Please note: free water for yacht station customers. Otherwise £2* charge applies.

*Prices subject to change.

Broadland Conservation

An enchanted land

The Norfolk and Suffolk Broads are very well known and popular areas for water based recreation, but they are also a fragile wetland environment that can easily be damaged. There are many nature reserves and protected areas in Broadland, and many rare species are found here. Some survive only in these protected areas.

For many years there has been concern that the beauties, the pleasures and some unique features of the area were in danger. The Broads Authority manages the Broads for nature conservation, public enjoyment and navigation and welcomes visitors, but wants them to enjoy their holiday without unwittingly harming the unique environment they have come to see. Happily, there is a steadily growing consciousness that keeping these areas in prime condition is a duty that falls upon us all.

What you can do to help preserve the Norfolk Broads

The Norfolk Broads is a very well known and popular water playground, unique in Europe and probably the world. We are all very lucky to have such a wonderful area in which to go afloat and enjoy the open air.

Thanks to the nature reserves and protected areas of Broadland, many rare species are found here, some nowhere else.

The Broadland code is to help you preserve the natural beauty and wildlife of the Broads for the pleasure and enjoyment of your own and future generations.

The Broadland Code

The delicate and natural balance on which scenery and wildlife depend can be destroyed easily and Broadland is therefore very vulnerable.

Often without realising it, holidaymakers do things which endanger plants or wildlife, upset other people's holiday enjoyment, or spoil the Broads waterways and countryside. Please follow this Broadland Code and help us to preserve the natural beauty and wildlife of the Broads for your pleasure and enjoyment, and for future generations.

Stop litter

Litter is not only unsightly and unhygienic but harmful to wildlife, farm animals, the countryside, and your children in many ways.

For example, plastic bags, can block water inlets, get tangled round propellers and kill birds even as large as swans. Pieces of glass can start fires. Discarded fishing lines can strangle birds. Rusting tins and broken bottles can injure people and animals, damage farm machinery and block streams, ditches and drains.

A refuse container is standard equipment on all boats so you can keep rubbish until you are able to dispose of it in one of the refuse bins provided at all marinas and many staithe and moorings.



THE BROADLAND CODE

- Stop litter
- Preserve the river banks
- Preserve reed beds
- Keep out of shallow water
- Keep the rivers clean
- Respect other Broads users

Preserve the river banks

Driving your boat at speed creates waves that destroy banks and flood birds' nests. Making waves takes energy – fuel that you will have to pay for. A small reduction in speed can make an enormous difference to the size of the waves created by your boat.

Mooring to natural banks can damage them, so preferably moor only in recognised moorings or to sound or protected banks, not where erosion has already occurred.

Preserve reed beds

Reeds are very important to the well-being of the Broads because they stop banks from being eroded and provide food and shelter for wildlife. Don't moor your vessels to the reeds or push the bows into them – you might disturb nesting birds and spawning fish. If you wish to stop, drop your mud weight away from the reeds.

Many of the Broads' navigable waters run through nature reserves, so please keep disturbance to a minimum. Remember too, that all land adjoining the water belongs to someone. Please respect this and avoid trespassing. Don't go into the reed beds from the river bank.

Keep out of shallow water

Going aground and driving motor boats in shallow water churns up mud and also destroys plant life, causing great harm to the environment and spawning fish.

Keep the rivers clean

Some modern materials are almost indestructible, they do not rot in water and for this reason cause terrible harm to wildlife and property. So please – don't use detergent excessively, don't throw cellophane or plastic wrapping overboard or leave broken fishing lines in the water. Above all, don't release oil as this pollutes the water badly and kills fish and birds alike. Be especially careful when refuelling, and when pumping out the bilges.

Respect other Broads users

Remember to give moored boats and anglers a wide berth and slow down when passing them. Passing too close to moored craft can cause accidents on board such as scalding. Don't play radios or musical instruments loudly enough to annoy other crews. If possible, do not run your engines or generators when moored up, if this is likely to disturb or annoy others. These are bylaw offences for which you could be prosecuted and fined.

All Broads Authority moorings allow fishing from the banks but boats have the priority as the licence fee contributes to the maintenance, if there are fishermen present and you wish to moor, please be polite and give them the time to move their gear.

By following the Broadland Code and behaving thoughtfully, you can make a major contribution to the protection and conservation of Broadland



THE HERON

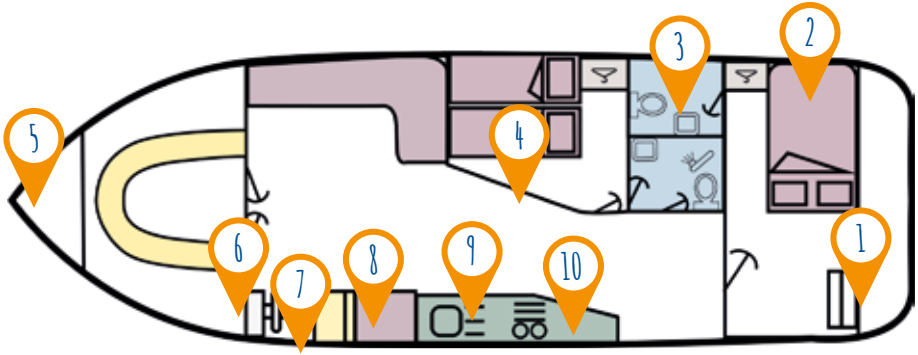
Usually seen amongst the reeds or on the riverbank poised motionless on one leg with its head hunched between its shoulders, waiting to catch an unsuspecting prey.



THE SWALLOWTAIL BUTTERFLY

One of the most beautiful and rare butterflies usually only seen on the Norfolk Broads during May and June. It feeds on milk parsley which grows among the weeds.

Deep cleaning high-touch areas on board our cruisers



1 HANDLES & KNOBS
Doors, wardrobes, cupboards, furniture handles.

2 BED AND BEDDING
All bed linen including pillows, sheets and duvet cases.

3 BATHROOM SURFACES
Toilet flush and seat, shower/bath controls/taps, sink facets.

4 SWITCHES & ELECTRIC CONTROLS
Lights, switches, remote controls, climate control panel, inverter switches, radio face.

5 ROPES
Please ensure you wash your hands before handling any ropes.

6 CONTROL PANEL
Steering wheel, throttle, control buttons.

7 SLIDING CANOPY
Handle areas for manual canopy operation, control buttons for electric.

8 HARD FURNITURE SURFACES
Tables, desks, nightstands.

9 KITCHEN SURFACES
Worktops, sink facets, cooker knobs, grill handles, sink facets, kettle.

10 KITCHENWARE
Cutlery, glassware, crockery, pots and pans.

Tides and river distances



Journey times in the Broads (in hours)

Times are a rough guide only. When planning your journey remember traffic, tide and weather may make it take longer.

Northern Rivers/Broads	River Bure	Coltishall	Wroxham	Horning	Ant Mouth	Thurme Mouth	Acle	Stracey Arms	Great Yarmouth	River Thurne	Potter Heigham	Hickling Staithe	River Ant	Stalham	Barton Broad
River Bure															
Coltishall	-	1½	2¾	3¾	4¼	4¾	5¾	7¼		5	6¾		5¾	5	
Wroxham	1½	-	1¼	2¼	2¾	3¼	4	5½		3½	4½		4¼	3½	
Horning	2¾	1¼	-	1	1½	2	3	4½		2¼	3½		3	2¼	
Ant Mouth	3¾	2¼	1	-	½	1	2	3½		1¼	2½		2	1¼	
Thurme Mouth	4¼	2¾	1½	½	-	½	1½	3		¾	2		2½	1¾	
Acle	4¾	3¾	2	1	½	-	1	2¼		1¼	2½		3	2¼	
Stracey Arms Mill	5¾	4	3	2	1½	1	-	1½		2¼	3¼		4	3¼	
Great Yarmouth	7¼	5½	4½	3½	3	2¼	1½	-		3¾	4¾		5½	4¾	
River Thurne															
Potter Heigham	5	3½	2¼	1¼	¾	1¼	2¼	3¾		-	1¼		¾	2½	
Hickling Staithe	6¼	4½	3½	2½	2	2½	3¼	4¾		1¼	-		4½	3¾	
River Ant															
Stalham	5¾	4¼	3	2	2½	3	4	5½		¾	4½		-	¾	
Barton Broad	5	3½	2¼	1¼	1¾	2¼	3¼	4¾		2½	3¾		¾	-	

Southern Rivers/Broads	River Yare	Norwich YS	Thorpe Green	Brundall	Cantley	Loddon (River Chet)	Reedham	Berney Arms	★Great Yarmouth	River Waveney	Burgh Castle	St Olaves	Oulton Dyke	Oulton Broad YS	Beccles	Geldeston
River Yare																
Norwich YS	-	½	2	3¼	4¾	4	5	5¾		5¼	4¾	5¾	6¼	7½	8½	
Thorpe Green	½	-	1½	2½	4¼	3½	4½	5¼		4¾	4¼	5¼	5¾	6¾	7¾	
Brundall	2	1½	-	1¼	2¾	2	3	3¾		3¼	2¾	3¾	4½	5½	6½	
Cantley	3¼	2½	1¼	-	1½	1	1¾	2¾		2	1¾	2½	3	4¼	5¼	
Loddon (River Chet)	4¾	4¼	2¾	1½	-	1¼	2¼	3		2½	2	3	3½	4¾	5¾	
Reedham	4	3½	2	1	1¼	-	1	1¾		1¼	¾	1¾	2¼	3¼	4¼	
Berney Arms	5	4½	3	1¾	2¼	1	-	¾		¼	1¼	2¼	2¾	4	5	
Great Yarmouth★	5¾	5¼	3¾	2¾	3	1¾	¾	-		1	2	3	3½	4¾	5¾	
River Waveney																
Burgh Castle	5¼	4¾	3¾	2	2½	1¼	¼	1		-	1	2	2½	3¾	4¾	
St Olaves	4¾	4¼	2¾	1¾	2	¾	1¼	2		1	-	1	1½	2¾	3¾	
Oulton Dyke	5¾	5¼	3¾	2½	3	1¾	2¼	3		2	1	-	½	1¾	2¾	
Oulton Broad YS	6¼	5¾	4¼	3	3½	2¼	2¾	3½		2½	1½	½	-	2¼	3¼	
Beccles	7½	6¾	5½	4¼	4¾	3¼	4	4¾		3¾	2¾	1¾	2¼	-	1	
Geldeston	8½	7¾	6½	5¼	5¾	4¼	5	5¾		4¾	3¾	2¾	3¼	1	-	

YS = Yacht Station ★ = Crossing Breydon (timing critical)

Tide Tables

For current tide table information, please visit your Holiday Portal at:

myholiday.richardsonsboatingholidays.co.uk

You'll find this information useful for planning your bridge passage as well as for crossing Breydon Water at Great Yarmouth.

You can also download the 'Aweigh' app to your Smart Device.



Aweigh is a third party app.

You should contact the app creator directly for any enquiries, issues or bugs.

Essential services and marinas

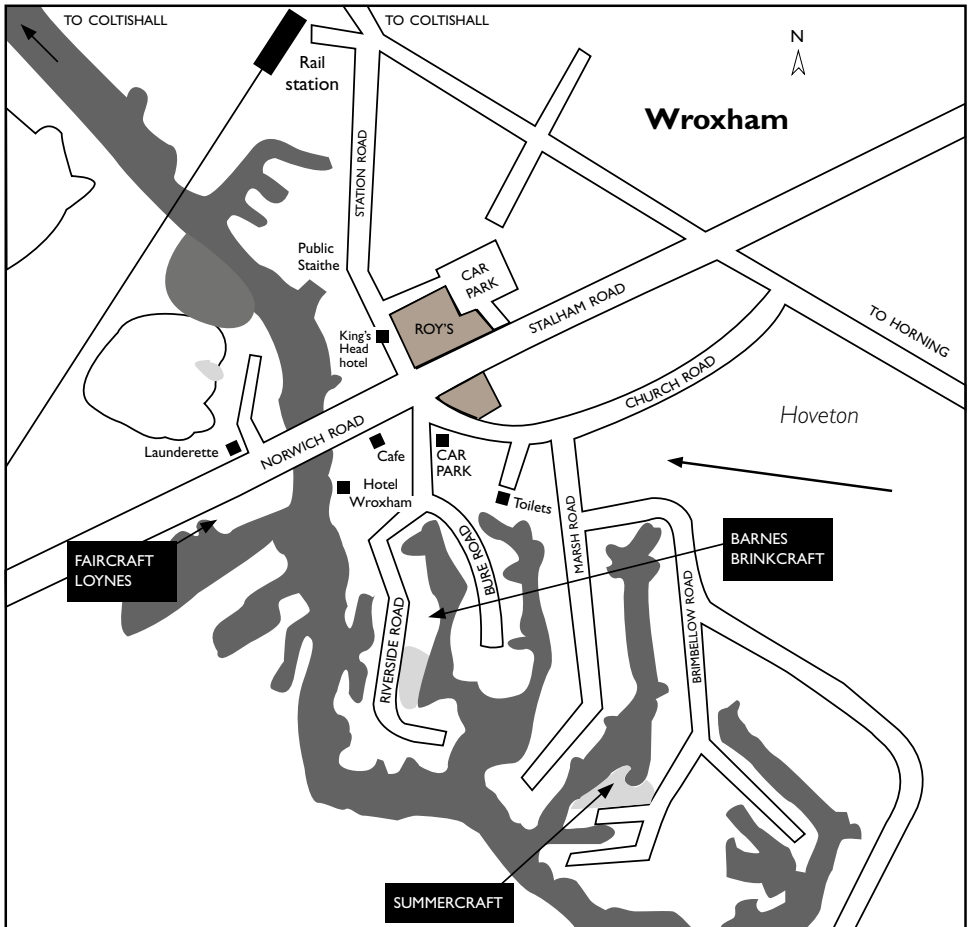
Wherever you go in Broadland you'll not be far from a Broads Hire Boat Federation (BHBF) marina where SERVICE, ADVICE and MOORINGS are readily at hand.

Visitors on the Broads for a two-week holiday are recommended to fill up with water or pumpout early on Friday in order to avoid the busy time on Friday

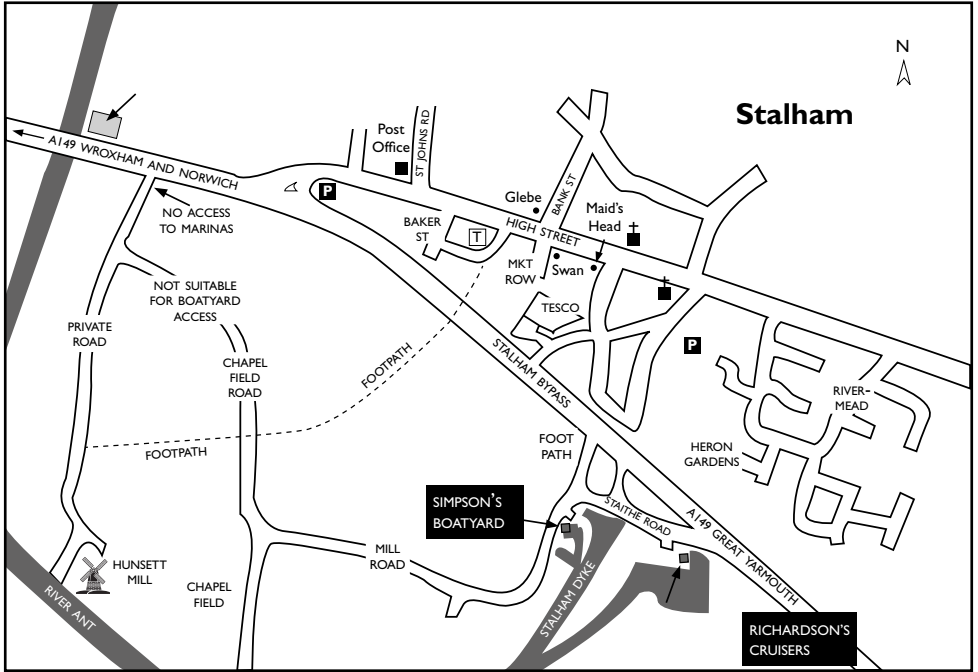
evenings and Saturdays when the weekly hire boats come in for cleaning and handing over to a new party.

Should your toilet need a pump-out service

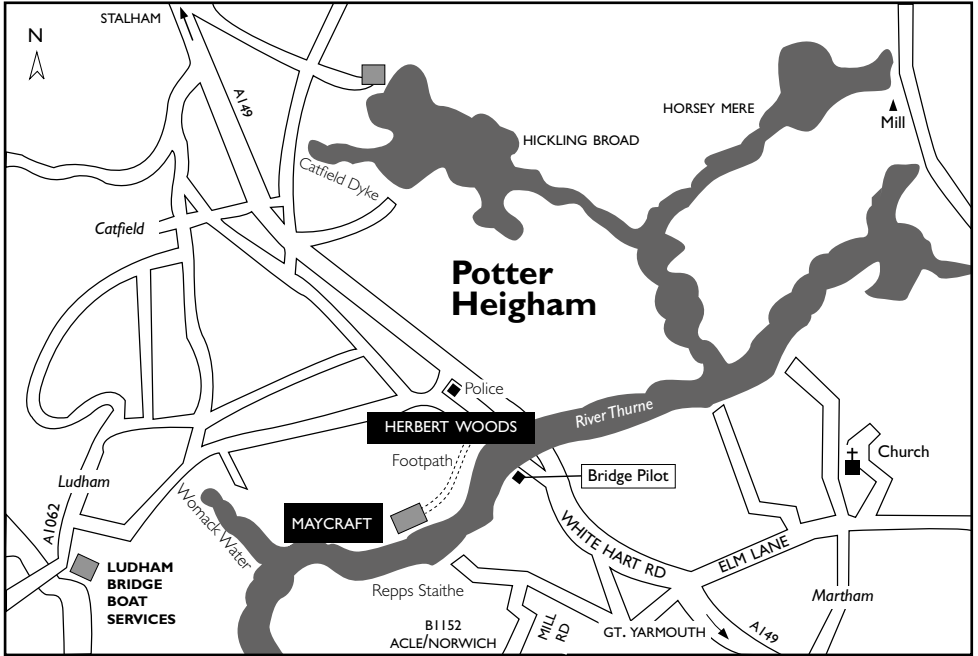
Just use the maps/listings in this section to find your nearest marina. (Note the comments above for the best times to avoid).



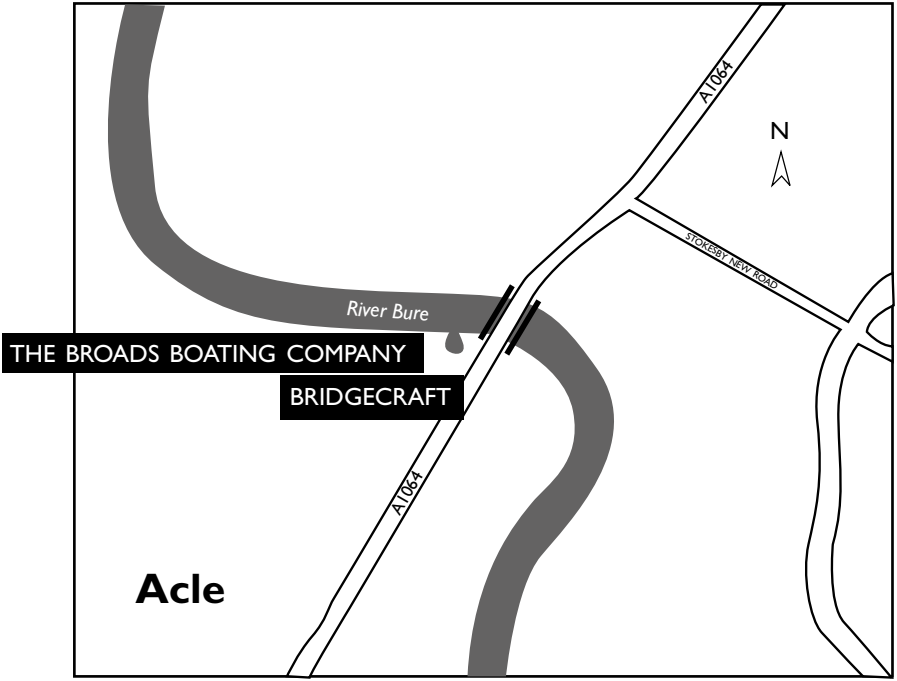
Wroxham – River Bure
 Barnes Brinkcraft • Faircraft Loynes • Summercraft



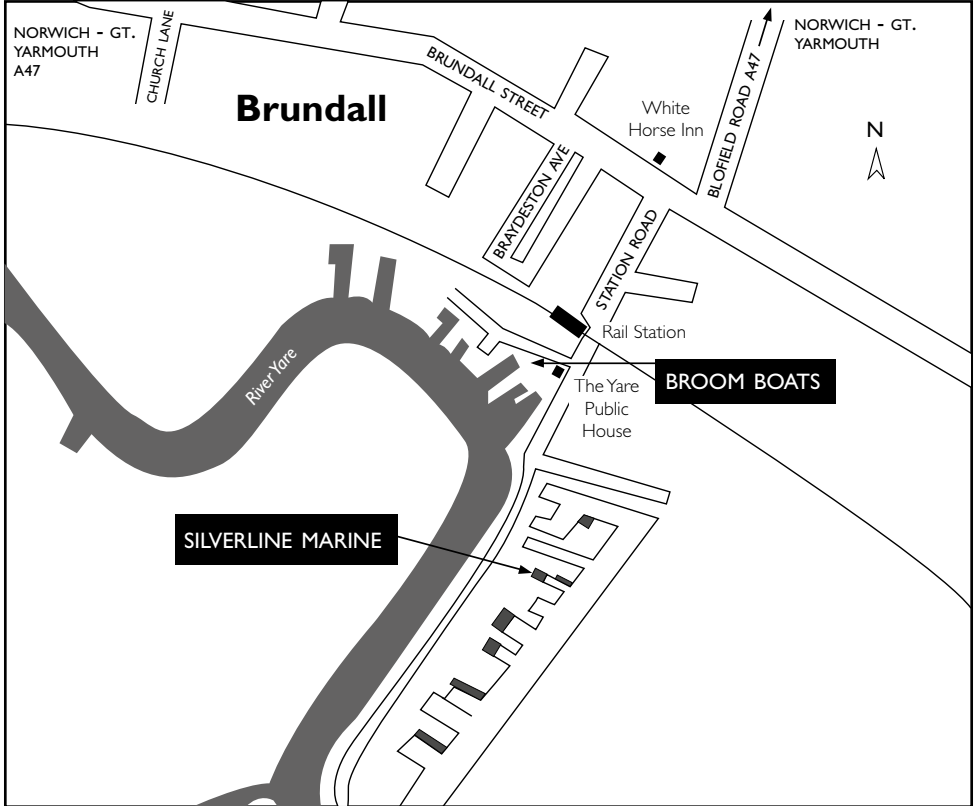
Stalham – River Ant
Richardson's Cruisers • Simpson's Boatyard



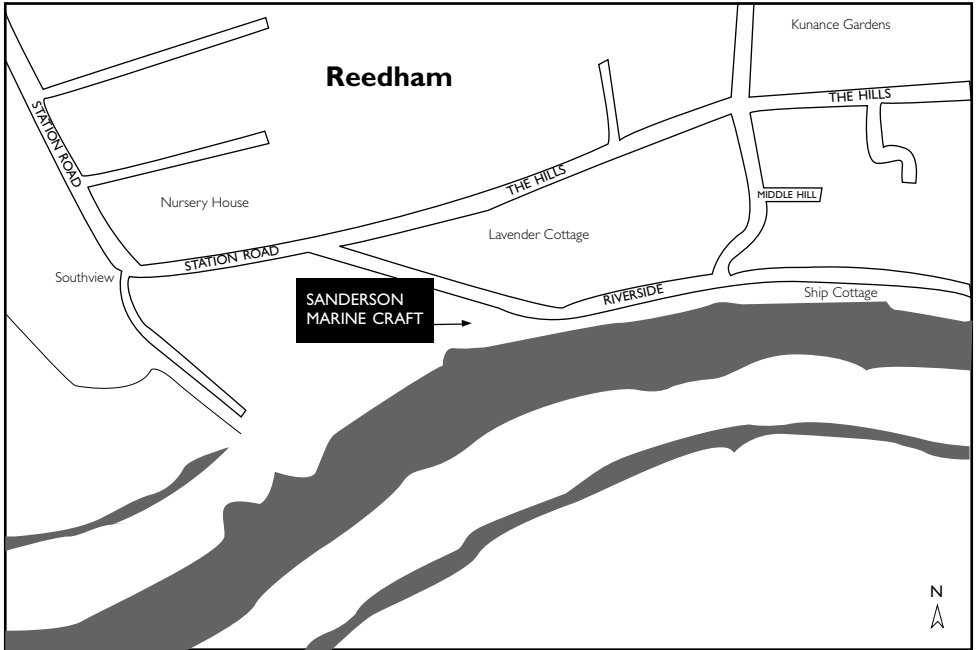
Potter Heigham – River Thurne
 Potter Heigham Pilot • Maycraft • Herbert Woods



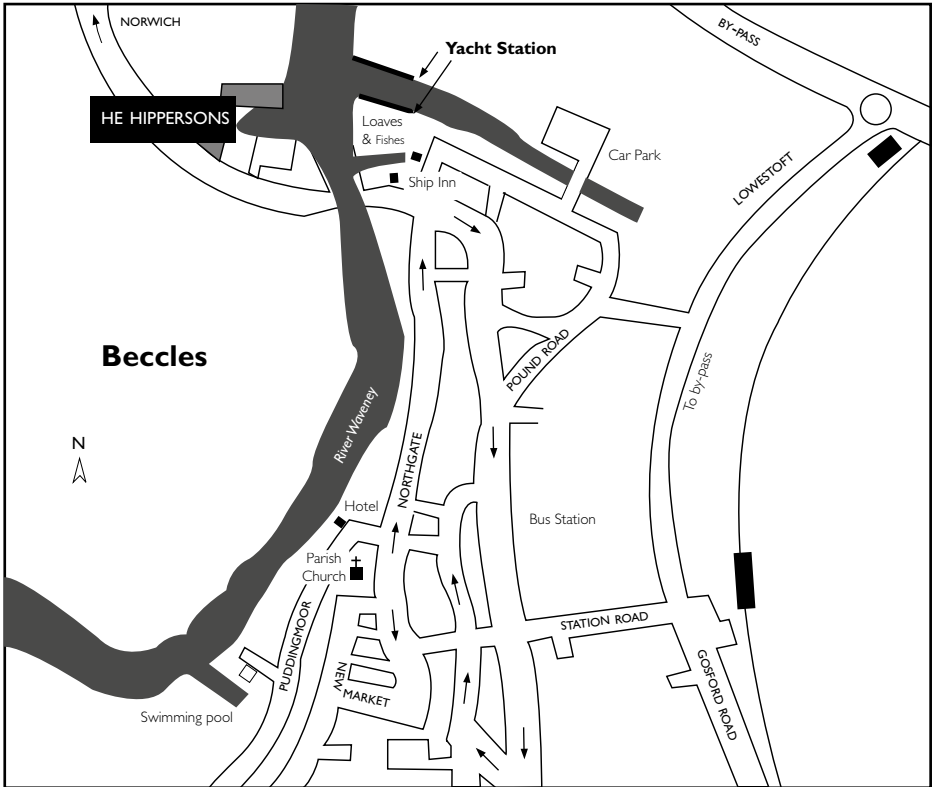
Acle – River Bure
Bridgecraft • The Broads Boating Company



Brundall – River Yare
Broom Boats • Silverline Marine



Reedham – River Waveney
Sanderson Marine Craft



Beccles – River Waveney
 HE Hippersons (Houseboats) • Yacht Station

Marinas and nearby services

		Fuel Sales	Free Mooring Nearby	Water	Shop Nearby	Pump Out	Fishing Tackle Nearby	Public Phone Nearby	Showers
BARNES BRINCKCRAFT – Wroxham	01603 782625	✓	✓	✓	✓	✓	✓	✓	✓
BRIDGECRAFT – Acle	01493 750378	✓	✓	✓	✓	✓	–	✓	–
BROOM BOATS – Brundall	01603 712334	✓	✓	✓	✓	✓	✓	✓	✓
FAIRCRAFT LOYNES – Wroxham	01603 782207	✓	✓	✓	✓	✓	✓	✓	–
H E HIPPERSON – Beccles	01502 712166	✓	✓	✓	–	✓	–	–	–
SIMPSON'S BOATYARD – Stalham	01692 580288	✓	✓	✓	✓	✓	–	–	–
RICHARDSON'S CRUISERS – Stalham	01692 581081	✓	✓	✓	✓	✓	✓	–	✓
RUSSELL MARINE – South Walsham	01603 270262	✓	✓	✓	–	✓	✓	–	–
SANDERSON MARINE CRAFT – Reedham	01493 700242	✓	✓	✓	✓	✓	–	✓	–
SILVERLINE MARINE – Brundall	01603 712247	✓	✓	✓	✓	✓	✓	200 yds	–
SUTTON STAITHE – Sutton	01692 581653	✓	✓	✓	✓	✓	–	✓	–

Correct at time of printing

IMPORTANT DO'S AND DON'TS

DO

- Wear suitable non slip footwear at all times whilst on board
- Always use the grab rails
- Do wear your buoyancy aid

DO NOT

- Wash down decks while under way
- Ride in dinghies while being towed
- Be over confident because you can swim, tides can be strong in some areas

We strongly recommend that you and your party wear buoyancy aids

Accidents need never happen

Accidents need never happen – providing you and your crew take care. You have in your care a valuable boat and crew. Please look after them.

The boat insurance cover applies only to the hull, superstructure and the underwater gear. Your security deposit (where applicable) is held against the excess on the boat insurance policy against any claim.

Losses of, for example, deck equipment, fenders or other uninsured inventory items, and the cost of removing ropes, lines or debris around the propeller will be your responsibility.

If damage or loss occurs then the owner will make an on-the-spot assessment of cost and you will be charged accordingly, with the amount deducted from your security deposit unless you have paid a damage waiver, in which case there will be no deduction.

Accident procedure

In the event of a serious emergency requiring police, fire or ambulance services, dial 999. Also contact your home marina.

If you are involved in an accident, please follow this standard procedure:

- Stop immediately.
- Inspect both boats and/or property and try to come to some sort of agreement with the other party involved, as to the extent of the damage.
- Obtain the registration details of the other vessel and the names and address of its driver, its owner and, if possible an independent witness.
- Do not admit liability and as soon as possible (but within 24 hours) contact your marina to report the accident. Insurance claims will only be met if the marina has been informed.

- You **MUST** complete a claim form at the time of the accident using the form at the back of this manual (whether your boat has been damaged or not), otherwise you may be charged personally for any damage to your craft or any other craft or property involved.
- If this procedure has been followed, you will not be held responsible for damage if you paid the damage waiver, or you will only be held responsible for the damage done to the craft or property up to the total of your security deposit.

Damage waiver/security deposit

We operate a Damage Waiver Scheme payable with your balance of hire. In some cases we require a Security Deposit refundable at the end of your holiday, unless there has been damage to your boat, another boat or property, or lost or broken equipment or fittings.

If you follow the above accident procedure, and you have paid the Damage Waiver, you will not be responsible for damage. If you have paid a Security Deposit, you will only be liable for damages up to the limit of your deposit.

The waiver cover only applies to the hull, superstructure and underwater gear.

Please note, the damage waiver does not cover damage caused by negligence.

We also operate a Fuel Security Deposit Scheme.

Numbers on your boat

DON'T allow extra people on board beyond the total crew you declared at the time of takeover without the boat operators prior authority.

The ventilation and accommodation are designed only for the number of crew advertised.

It is illegal to carry more people than the boat is licenced for; see the plaque on your boat.

Buoyancy aids

WEAR YOUR LIFE JACKET • NEVER ENTER THE WATER • STAY SAFE!

A buoyancy aid must be worn, especially by children and non-swimmers, when moving around on deck, on the bank when mooring, and any other time when it is possible to fall into the water. Before you set off, make sure you have enough buoyancy jackets for each member of your crew, make sure they fit properly, and then wear them. These will be given to you at your trial run - it is your responsibility to ensure you have the correct amount.

- DON'T use your buoyancy jackets for bathing.
- NEVER put clothing over a buoyancy aid.

The Lifebuoy

All boats have a lifebuoy which must be kept ready for use. Make sure everyone aboard knows the location of the lifebuoy and boathook, and that they are ready for instant use.

- Lifebuoys should not be used for bathing.

Falling in – you must ensure that all your crew are familiar with this rescue drill

What to do if you experience a 'man overboard' situation:

1. Whoever first spots the person in the water should call out "man overboard" – and indicate their location in the water to the driver of the boat. That crew member should then maintain a constant watch on the position of the person in the water, and if the distance is not too great should throw a lifebelt, or other buoyant material near to, not at, the person.
2. On hearing the call "man overboard", the boats driver must immediately point the boat towards the overboard person (this takes the propeller away from the person in the water). Then start heading in the direction of the person directed by the first crew member who is keeping watch on the overboard person.
3. Approach slowly! When you are near enough, throw a lifebuoy or line to the person. The craft should be manoeuvred a few yards away at dead slow. Once in position, stop your engine or take it out of gear.
4. Attempt to pull the person aboard preferably from amidships (ie well away from the propeller). A looped rope is the best method as the person can slip this over their shoulders or stand in the loop and be pulled aboard. Alternatively, you can use a fend-off as a grab line.
5. Don't jump into the water yourself, unless the casualty is unconscious, or unable to help themselves, and there are enough people left on the boat to ensure that you will be able to get out when wet or cold. Even then only one person should enter the water to assist the casualty, and they should be attached to the boat by a rope.
6. In confined waters it might be more practical to use a dinghy if one is available, in which case recover the victim over the back (the transom) of the dinghy – not over the bows or amidships.
7. Everyone engaged in the rescue should wear a buoyancy aid, particularly if the recover is being made from a dinghy.
8. After recovery, check for injuries – remove wet clothing – and supply hot drink.
IMPORTANT – seek medical advice.

Make sure all members of your party know how to give simple mouth to mouth resuscitation.

If you should fall overboard

- **Shout to ensure the rest of your crew know you are in the water**
- **Don't panic**
- **Don't thrash about – spread your arms sideways to help buoyancy**
- **Try not to swallow any water**
- **Be ready to grab any buoyant material close by or anything thrown to you**

Fire

There is a fire extinguisher aboard your boat in case of emergency. Locate it when you arrive and make sure you know how to operate it.

If you suspect a fuel or gas leak contact your marina immediately.

Safety on deck

Everyone should wear rope-soled or non-slip rubber shoes when on board.

Hold on when you move about on the deck, especially when the boat is moving.

Keep your mooring lines neatly coiled on deck when not in use. It saves time and trouble in emergencies if they are always ready for use.

DON'T stand on ropes – they can roll under your feet and throw you off balance.

DON'T throw your anchor aboard from the shore. You could hurt someone or damage the boat.

Coil the rope in your hands before throwing it ashore to avoid it being caught in your legs.

Fending off

DON'T try to stop your craft by pushing with your foot or hand. Boats are far too heavy to stop easily and you risk an injury. Use a fender.

DO make sure, when moored to bank, quay or another craft, that the hull of your boat is protected by fenders.

DO use your boat hook with care. Never spike it into decks and roofs of other boats to fend off.

IMPORTANT

- **Don't use your feet or hands to stop your boat**
- **Never reverse towards a person in the water, the propeller could kill or cause serious injury**

BARBECUES

- **Barbecues must be located away from the boat and not left unattended at any time. When finished using the barbecue ensure that it is fully extinguished using water. Please be extra vigilant in hot and dry weather.**

Sliding canopy

Where the boat has a sliding canopy the safe use of it will have been demonstrated to you by your boat operator. You must make sure that you pass this information on to all crew members and any visitors to the boat to ensure they are aware of the safe operating procedure.

Getting aboard and ashore

DON'T jump off a moving boat – if you slip or fall it may crush you.

If there is a gap between the quay and the boat, don't leap the gap, but pull the boat closer with a mooring rope.

Look out for hazards on waterside paths, quays etc.

Be especially careful after dark – take a good torch. Leave a light on in the boat if you will only be gone a short time (too long may cause batteries to go flat).

Watch out for small craft

Small boats sitting low in the water are easily overlooked, particularly when they are near but obscured by your boat's superstructure, or when you are looking towards a low sun. Remember, scullers row backwards, and have to look round to see where they are going! Beginners, in particular, must learn to balance their boat, while navigating their course and keeping a lookout at the same time.

Towing

DO bear in mind your boat is not insured for towing boats.

DON'T use the deck-cleats for towing, or being towed by, other boats. They are only to be used for mooring.

DO remember that on no account should you tow, or be towed by other boats unless with professional assistance, as towing can be a hazardous operation if incorrectly undertaken.

Weil's Disease (Leptospirosis)

Although the chances of catching Weil's Disease are small the consequences can be serious. This rare infection is occasionally caught by people involved in angling and other water sports. It is caused by bacteria, which can enter the body in cuts, grazes and the mucous membranes of the mouth and eyes.

Symptoms are headaches, temperature and influenza-like illness with joint and muscle pain, particularly of the calf area.

The bacteria is spread in water contaminated by rat's urine and can give rise to a mild illness which may show up from 3 days to 3 weeks after absorption. In a very few cases the illness is serious and requires hospital treatment.

If you suspect this infection, tell your doctor you are concerned with the possibility of Weil's Disease, giving details of any water related activities.

NEVER put wet fishing line or objects e.g. mooring ropes in your mouth.

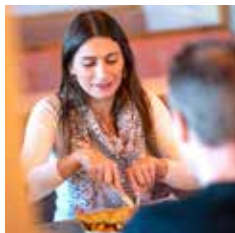
Clean hands thoroughly before eating or smoking.

Cuts and grazes should be covered with waterproof dressings.

Wash or shower thoroughly after water-related activities.

Experience one of **R** moments

AND HAVE A GREAT DAY OUT IN NORFOLK AND SUFFOLK



The Yacht Club Bar is the perfect place to relax, socialise, and indulge in some delicious food and drink with friends and family. During the summer holidays, we offer live entertainment to add to the fun!

The Retreat Wellbeing Space offers an extensive range of carefully selected treatments that are lovingly applied by our qualified practitioners to help you unwind and destress in the natural surroundings of Hemsby Beach Holiday Park.


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TECHNICAL TALK

Everything you need to know to ensure that
you have a safe and enjoyable holiday

Cruising down the river

ABOARD YOUR BOAT

The equipment and appliances on your boat have been designed for ease of use and your comfort. Make sure you know how they work before setting off. Here are a few notes to help you:

1. Water

Your water tanks are full when you take over your boat, but will need to be refilled daily. Additional supplies are available from all marinas, at yacht stations, many public moorings and many Broads hotels and pubs; a small fee is usually charged. Use only water from a blue marked hose, or with a 'drinking water' notice.

Don't put water into the fuel tank – check which filler cap is which.

Do not drag the nozzle along the ground; replace it on the hook provided. Do not let your pet perform anywhere near the water supply.

REMEMBER

When refilling with water always fill up from the blue marked hose, or the hose marked with the drinking water notice

It is advisable to fill up with water daily

2. Bottled gas

Your cruiser will normally be equipped with two cylinders of gas which will be stored in a locker vented to the outside. There should be enough for your holiday, but replacements can be obtained through your marina.

Butane or propane is used, which are similar to household gas. Follow the operating instructions carefully, and take the following simple precautions:

- Light the match or igniter before turning on the gas
- Light the gas immediately when it is turned on
- Even though most modern appliances have flame failure devices, never leave a gas appliance burning unattended. Make sure that the flame is not blown out while the gas is left on. If there is a pilot light, check periodically that it is still alight.
- Always shut the oven door gently – you may blow out the flame. If you suspect that the oven gas has gone out, turn off the other burners before you open the door.
- Do not take any portable gas appliances such as heaters or barbecues on board.
- Never cover any ventilation holes, and follow the instructions given for each appliance carefully.

IMPORTANT

Don't put water in the fuel tank – check carefully which filler cap is which

VENTILATION

It is important that there is adequate ventilation at all times.

The fixed ventilators are designed to allow sufficient air to be circulated for the normal maximum number on board. If you are staying in for a long period or having friends aboard, make sure that there are sufficient windows open to give adequate ventilation.

YOUR LAVATORY

Use your toilet in the usual way:

- Keep the lid down when not in use.
- Soluble or ordinary nappies, sanitary towels of all kinds, foreign objects or wads of toilet paper must be disposed of ashore. If the toilet becomes blocked through misuse, you will have to pay for its clearance.
- Do not put wet wipes in any toilet even if the packaging says it is safe to do so.
- Pump-out emptying facilities are available at all Hoseason's and Blakes marinas. A charge is made for this service.

FUEL CONSUMPTION

You will use approximately 2–5 litres of fuel per hour, depending on the size of your boat. Fuel consumption will increase in tidal water if you are not travelling with the tide.

DON'T FORGET

- Your daily engine check
- Check all equipment and appliances regularly
- Ensure adequate ventilation

This is based on an absolute maximum speed of 6mph (but beware, river policed speed limits are often less). You can increase these averages by careful use of tides and throttle. If you insist on going flat out, you will waste fuel and damage the environment, and could face prosecution for speeding.

You should almost never have to exceed the 'three-quarter' throttle.

RECHARGEABLE VIDEO CAMERAS

We will provide you with a video recharge facility, during normal working hours. A small fee may be charged – please check first.

FIREARMS

Airguns, BB guns and firearms of any sort are strictly prohibited.

AFTER YOUR HOLIDAY

Your boat must be handed back by the stated time in a clean and tidy state. If you return your boat dirty, or late without good reason, you might be charged.

SAFETY TIP

Do not put any damp clothes or use aerosols near gas appliances

IMPORTANT

Always ensure you have adequate ventilation and never sleep in a cabin with a gas heater burning

Rules of the river

There is a Highway Code when you are afloat just as there is on the roads. Please study the following carefully and keep to the code – well mannered, considerate cruising is as important as well mannered, considerate driving!

Fortunately, accidents on the Broads are relatively rare. These can be partially avoided if all skippers recognise that it is their duty to prevent collisions and avoid trouble – even if another boat appears to be in the wrong. Prevention is more important than insisting on your right of way.

Accidents are often caused by excess speed. Keep your speed down, and indicate your intentions in plenty of time. If in doubt, slow right down or stop.

SPEED LIMITS

All motor cruisers on the Broads must abide by the Broads Authority's Navigation and Speed Limit Bylaws. Watch out for signs along the bank marking the start of each speed limit area. The speed limits are 6, 5, 4 and 3mph. If you exceed the limit (and the Rangers sometimes use radar guns) you could be liable for a heavy fine. Every year persistent offenders are prosecuted.

BOAT HANDLING HINTS AND NAVIGATION TIPS

1. Drive on the right

All powered craft must keep to the right hand side of the river or channel, and when meeting each other should keep to their right as they pass.

2. Overtaking another boat

Keep well clear; and normally overtake on the left – make sure you have the time and space to do so safely. The skipper of a yacht may give hand signals to indicate when and where you should overtake. Obey them!

3. Children driving

Children under 8 must not drive, children over 8 and under 14 must be accompanied by an adult at all times.

4. Power gives way to sail

As a general rule you must keep clear of sailing boats, and give way to craft under sail. Never pass in front – always astern, even if it means altering course and speed. Once again, look for directions from the yacht skipper.

5. Sailing Boats

If a sailing boat is travelling faster than you slow down and let it pass. If a sailing boat is coming towards you and you are unsure of what to do either pull over to the side or stop and let it pass you. Always give sailing boats plenty of room.

6. Cruising after dark

Night time cruising is not allowed. Your boat is not fitted with navigation lights. You are not insured for cruising between the hours of sunset and sunrise. So don't get caught cruising in full or semi darkness. You could be fined up to £1,000 if you break this bylaw. Try to plan your cruise to arrive at your destination before sunset.

REMEMBER

- Drive on the right
- Obey the speed limits
- Give way to sail
- Swimming in the rivers and broads can be dangerous and should be avoided
- Do not cruise after sunset

**REMEMBER**

The River Inspectors are there to help you, they are also there to ensure speed limits and bylaws are obeyed

TOWING

Always give way to boats engaged in towing and never attempt to tow another boat.

CRUISING LIMITS

Don't attempt to take your hire craft out to sea, beyond Haven Bridge (Great Yarmouth) into the commercial harbour, or through the lock at Oulton Broad. Don't go down the river of the junction of the rivers Bure and Yare.

1. Daylight cruising only
2. Don't cruise after sunset, or tow other craft
3. No shooting – no fires

As previously mentioned, airguns and firearms of any sort are strictly prohibited. Fires should not be lit on banks or marshes – flames can quickly spread and cause a major blaze.

DO NOT USE ANY BARBECUE ON BOARD OR NEAR YOUR BOAT AND DO NOT USE DISPOSABLE BARBECUES ON ANY QUAY HEADING OR RIVER BANKS.

NOISE AND NUISANCE

Under the Bylaws it is an offence to cause a nuisance to others by excessive noise from radio, CD, televisions or your engine. Please keep the volume down (especially at night), to protect the tranquillity of the Broads for yourself, other holidaymakers and wildlife.

RANGERS

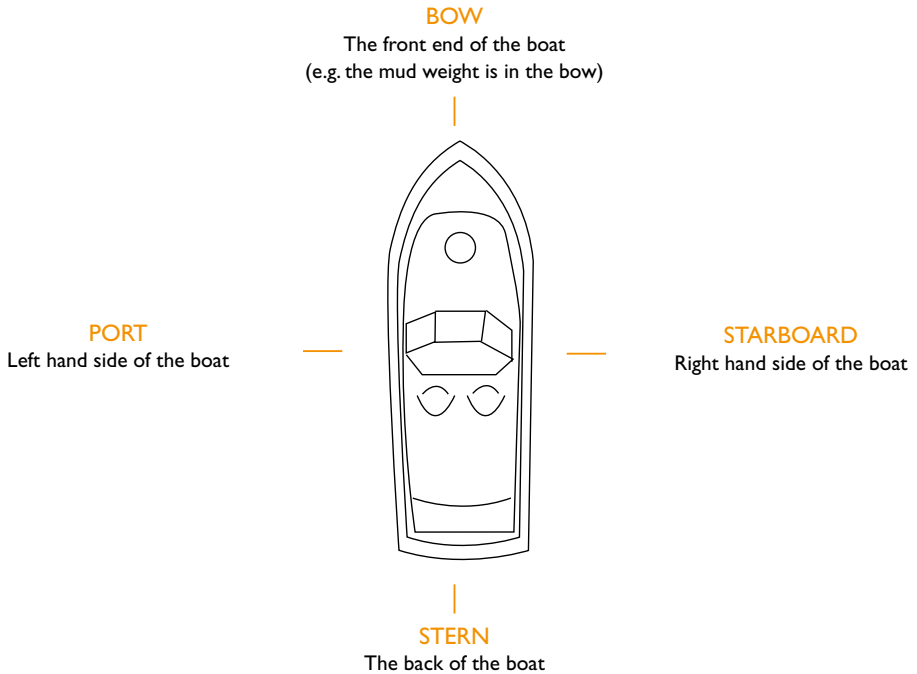
The Broads Authority's Rangers and River Police patrol the Broads in special launches. While they are there to enforce Bylaws and speed limits, they are also there to help you. If you have any queries, don't hesitate to ask.

Boat handling hints

Rules of the river

If you read these notes before you set off and during your holiday, you will quickly gain the confidence of a seasoned Broads skipper. It may sound a bit complicated at first, but with practice you will realise that it is all basic common sense.

SOME USEFUL NAUTICAL TERMS



SOME BASIC EQUIPMENT

- Buoyancy jacket – available free from your marina for each member of your crew, wear it all the time you are on deck, on the bank when mooring, or in any other situation where you may fall into the water.
- Cleat – metal fitting on deck to which mooring ropes are attached.
- Rond anchors – these are the L-shaped anchors supplied with your boat for mooring into soft banks.
- Mud weights – the mud weight allows you to moor in sheltered broads such as Salhouse and Ranworth. Always leave out plenty of rope.
- Fenders – plastic air-filled protectors that hang along the sides and stern of your boat to prevent damage when moored against quayheads, banks and other boats.

Casting off

Don't throw the round anchor aboard from the shore – it may damage the boat or the crew. Carry it with you as you come aboard. When undoing the mooring ropes make sure they are safely coiled on deck and not trailing in the water. This applies particularly to the stern rope, which may become wrapped round the propeller.

When you are ready to move off, check that the crew is ready, the river is clear and that you will not obstruct any other boat. If another craft is coming, let her pass first.

Steering

A boat steers like a car but its stern swings out when you turn the wheel. You should always be aware of what the stern is doing, especially on cruisers with restricted rear vision. Always push your bow away first from the quay when moving off to ensure your stern has room to swing out as you pull away. Also a boat is always influenced by wind and tide, and can drift in any direction. Be aware of how your boat is drifting and make allowance for it.

Cruising speed

Your boat's rev counter should be calibrated to show your speed in 'still water', and the speed limits are there to reduce damage to the banks and vegetation. Large waves can swamp dinghies and rowing boats, damage moored craft and injure people on other boats. Even a slight increase in speed can cause your boat to make more waves, so keep within the limits and slow down when passing small or moored boats. Even if you are within the speed limits, you can still be prosecuted for creating too much wash.

REMEMBER

- Always start your engine before untying your ropes
- Slow down when passing moored craft or fishermen
- Children should always be supervised by an adult when near water and should wear a buoyancy aid

Full information including boat handling, contacts and safety can be found in the Boat Manual on board your boat

How to slow and stop

To slow down, move the throttle back and, if necessary, put the lever into neutral. Your boat will gradually slow down, and the natural resistance of the water will act as a gentle brake. If you need to brake further, engage reverse gear and gradually increase the throttle. This will make your stern swing, so be ready to correct it. When the boat comes to a standstill, throttle down and engage neutral. Remember, most boats do not steer well once taken out of gear.

Going astern

A boat's steering becomes less effective when going astern because there is no flow from the propeller on to the rudder. Manoeuvring can be difficult because the rudder is not so effective.

Clearing your propeller

Weeds may collect around the propeller, slowing the boat. To clear it, keep the engine running with the gear lever in neutral, engage reverse for a few seconds then ahead for a few seconds, and repeat a few times.

If this fails, moor your boat to the bank, turn off the engine. If something more substantial, such as a mooring rope, has become wrapped around the propeller, call your marina for assistance.

Running aground

If you happen to go aground, first check whether the boat is holed and taking in water. If so, seek help from a marina immediately.

If not, try to take your boat back to the main channel by the same route as you went aground, using the engine and the boathook – you may need to move the crew to one end of the boat. Once you are free, check that the engine cooling water is flowing freely and that the steering is operating normally. If you cannot free the boat, check your tide table to see if you can float off at high tide, if this does not work seek help from a marina.

Do not attempt to have the boat towed off without professional advice – this could be dangerous, and expensive.

WHAT TO DO IF YOU HAVE A FOULED PROPELLER

If you get weeds caught around the propeller, you may be able to clear it by easing the throttle gear into reverse for a few seconds and then forward again. However, if you get a rope caught around the propeller, STOP and get help immediately. You may contact the Marina by phoning:

01692 581 081 / 07768 164 129 (out of hour assistance.)

Please give them the name of your cruiser and your **EXACT** location.



REMEMBER

The River Inspectors are there to help you, they are also there to ensure speed limits and bylaws are obeyed

What are those sailing yachts doing?

Even the most skilled yacht skipper can only go where the wind allows, and when under sail can only stop by steering the yacht straight into the wind (remember that it may be the yacht skipper's first experience of sailing on the Broads).

You will obtain a great deal of satisfaction in manoeuvring your cruiser correctly when confronted with yachts. Good helmsmanship will be admired and appreciated by yacht skippers.

YACHTS TACKING (SAILING UPWIND)

Slow down when you encounter yachts tacking (sailing into the wind by steering a zigzag course across the width of the river). Most incidents are caused by excessive speed and by trying to dodge round a yacht's bows. Watch for any instructions from the yacht's skipper.

Keep well over to the right, and wait for an opportunity to pass behind the yacht when it starts to sail back to the other side. Never attempt to cross in front unless you are indicated to do so by the yacht's skipper.

YACHTS RUNNING OR REACHING

When you encounter yachts that are running or reaching (have the wind either behind them or blowing across them):

- Slow down and try to establish the yacht's likely direction of travel (Broads breezes are unsteady and sometimes gusty in wooded parts this could cause a sudden change in the yachts' direction).
- Give the yacht plenty of space.
- Watch out for any instructions from the yacht's skipper. They will try to avoid confusion by giving you verbal directions or hand signals to indicate on which side and when you should pass.

WATCH OUT FOR SMALL CRAFT

Small boats sitting low in the water are easily overlooked, particularly when they are nearby and obscured by your boat's superstructure, or when you are looking towards a low sun.

Remember, rowers have their back to you so make them aware of your presence.

WATER SKIING

Some sections of the rivers on the Southern Broads are occasionally used by water skiers. Please keep a look out for skiers and take extra care when approaching or overtaking them.

Water skiing areas are clearly marked. Please be aware of the possibility of fast moving boats towing skiers in these marked areas.

DON'T FORGET

- Slow down when passing moored craft and fishermen
- Follow the rules of the river
- Watch your speed and wash
- Respect yachts
- Practise your boat handling
- Watch out for small craft

Mooring your boat

One of the most satisfying achievements of your cruising holiday is the way in which you will moor your boat quietly and efficiently.

For most skippers, that is the norm. However, some feel that mooring has some sort of a mystique. Nothing could be further from the truth.

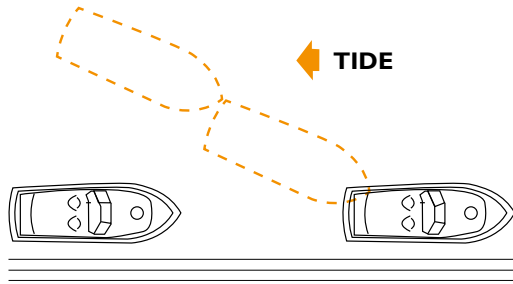
We have prepared these notes to simplify the process – the diagrams are not meant to complicate life, just to give some visual support to the text.

THE FOUR GOLDEN RULES OF MOORING:

1. As skipper, it is your job to allocate specific tasks to your crew, and to make sure that they understand their role (if there are only two of you, someone is going to have to work a bit harder!)
2. Take your time; if you rush, you may lose control.
3. Always keep your speed down and approach moorings slowly
4. Watch what the tide or wind is doing (more simple advice on this to follow)

HOW TO MOOR:

Approaching a mooring



When you see the spot at which you want to moor, here is what you do:

- Start to slow down
- Check whether or not you are cruising against the tide (a quick glance at the waves lapping the banks will give you a clue). If you are, OK. If not, pass the desired spot and turn around so that you are against the tide, but maintain sufficient power to retain steering control. As you enter the mooring space, go into neutral and glide in; as you come alongside, move the gear lever into reverse and give a few short bursts of the throttle to bring you to a standstill. Your nominated crew member can then step ashore with the bow mooring rope.

DO NOT JUMP ASHORE!

The bank or quay may be slippery or uneven. Step ashore carefully, and do not get your hands or feet caught between the boat and the quay. Tie up your bow rope – not too tightly at first. Because you have, quite correctly, come in against the tide, the stern will gently drift in. Tie the stern rope firmly, and then tighten the bow rope. (If the tide is particularly fast, to minimise fore and aft movement, you should tie the intermediate ropes – these are known as ‘springs’).

Keep your engine running until you have safely moored up.

CHECK • You are cruising against the tide • Your ropes and crew are prepared

You want to moor stern-on next to the other craft:

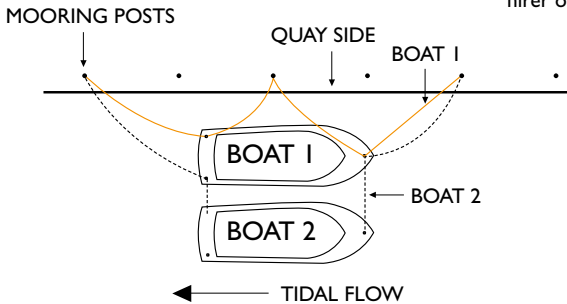
- Go slowly astern towards the boat alongside you wish to moor.
- As you reach it, a couple of quick throttle bursts ahead will bring you to a standstill.
- Your allotted crew member can step aboard the adjacent boat (with permission) with the stern rope, pull your boat into position and tie up.
- Once the stern ropes are secured, lower the mud weight to prevent left/right movement.
- Keep your engine running until you have safely moored up.

DOUBLE MOORING

Double mooring is **not allowed at Broads Authority 24 hour moorings** where indicated by signs.

Some things to consider when mooring alongside another boat

- Only moor alongside a boat at least as large as yours.
- Please gain agreement from those on board the other boat before mooring alongside.
- Approach carefully against the tide or river flow and have crew ready with ropes.
- Put on the short lines to the other boat first and then tie up your boat to the shore as shown below.
- Remember to take care when going ashore and to wear your buoyancy aid.
- Please respect other people and be considerate when crossing from your boat to the shore.
- You may be able to negotiate to moor on the inside if the other boat is going to be leaving first and if both boats are of a similar size.
- Please moor sensibly so the maximum number of boats can be moored alongside.
- Running engines at moorings disturbs the tranquillity of the moorings. Carbon monoxide from your boat's engine could be harmful. Be a good neighbour and avoid running your engine when double moored or in a crowded marina, particularly when the air is still. Please remember making smoke, fumes or noise can be an offence carrying a £1000 fine for the master hirer of a vessel. Let's not spoil the Broads.

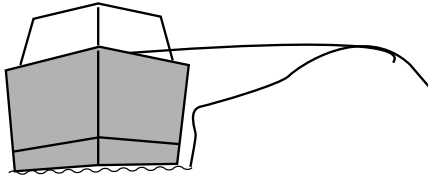


DON'T FORGET

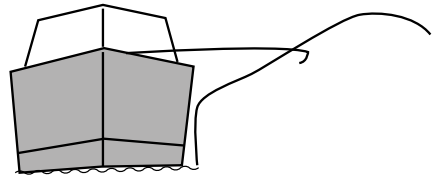
- Plan your moorings • Take your time
- Keep your speed down
- Wear your buoyancy jacket
- Coil your ropes neatly and don't allow them to drag in the water

SAFETY TIP

Keep your engine running until you have safely moored up



Right



Wrong

ROND ANCHORS

These are the L-shaped anchors or pins supplied with your boat for mooring at soft banks or places where mooring rings or posts are not available.

- Never stick it into someone's well kept lawn, or use it as a hammer
- Place them well ahead and well astern, with the stern rope from a cleat on the side away from the bank. This will reduce boat movement.
- Make sure the line is not pulling the anchor out of the ground
- You may need to put the anchor on the other side of the flood bank, but please do not obstruct any footpaths.
- Do not use rond anchors in tidal waters (Southern side of Acle).

MUDWEIGHTS

The mud weight allows you to anchor in sheltered tide free water such as Salhouse and Ranworth Broads.

1. Make sure the weight is secured to the rope, and that rope is in turn attached to the boat. Pick

your spot, allowing plenty of room for the boat to swing. Bring the boat to a stop (head into wind, if there is any), and slowly lower the weight to bottom of the Broad. If there is some wind, the boat will drop back as you let out the line.

2. Make sure you are not standing on the rope or that the rope is not round your foot when casting the weight.
3. When doing this, remember that the boat will swing round the mud weight, as will any other boats with mud weights, so choose a place clear of other craft and the main channels. Don't be afraid to allow a generous length of line; it could prevent the weight from being dragged out.
4. Do not moor up for the night in this way if strong winds are forecast – you may drag the weight.
5. If, when leaving, the mud weight is difficult to lift, pull the line as tight as possible, secure it to the cleat and, under power, move the boat slowly forward or astern for a short distance. This will free the weight from the mud; put the engine into neutral and raise the mud weight. Rinse off the mud by swinging the weight to and fro in the water before stowing it carefully on deck.

REMEMBER

- When moored always ensure your fenders are adjusted to protect your boat
- Check you have enough depth of water to prevent you going aground when the tide drops



SOME GENERAL POINTS

Hazards

When approaching the bank, watch out for any underwater obstructions (usually marked with red stakes), and overhanging branches – they might damage your windscreen or canopy.

Fenders

Whenever you moor against a quay or a made-up bank, or double moor alongside another craft, make sure your fenders are adjusted so they protect the hull from chafing. Mooring for any length of time in tidal reaches may mean periodic adjustments.

Tide

Make sure there is enough depth of water to prevent you going aground when the tide drops. Leave enough slack on the ropes to allow for tidal rise and fall – this will increase as you get nearer to Great Yarmouth.

Engines

To avoid annoying others, don't run your engine late at night or early in the morning.

Footpaths

Don't moor with ropes across a footpath.

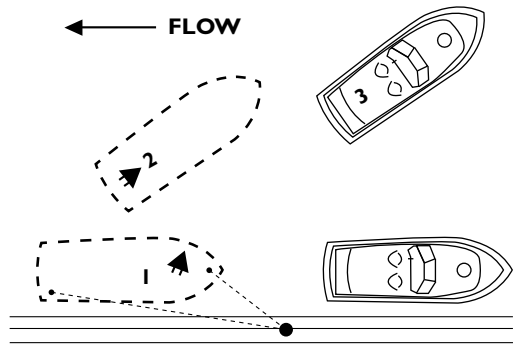
LEAVING A MOORING

Make sure that there are no ropes hanging over the stern. If they become wrapped around your propeller, you might just have an expensive job ahead of you. There are a few leaving options, but always make sure that your engine is thoroughly warmed up before you even think about casting off a single rope!

Here is what you do:

Leaving against the tide

- Cast off the bow rope first, and, very gently, push out the bow. Don't cast off the stern rope just yet! (Your crew member wouldn't be the last person in the world to wonder where the stern rope has gone, while he/she is left on the quay/bank!). Better to untie your stern knot, take one turn round the post/ring/rond, step aboard and bring in the rope when ready.
- Engage a forward gear and leave on a shallow course – too steep an angle and our stern may scrape the quay, or hit other moored boats:



Leaving with the tide

- Cast off the stern rope first and let the stern drift out.
- Cast off the bow rope.
- Engage reverse gear, leave on a shallow course.
- When clear of the mooring, engage forward gear and proceed.

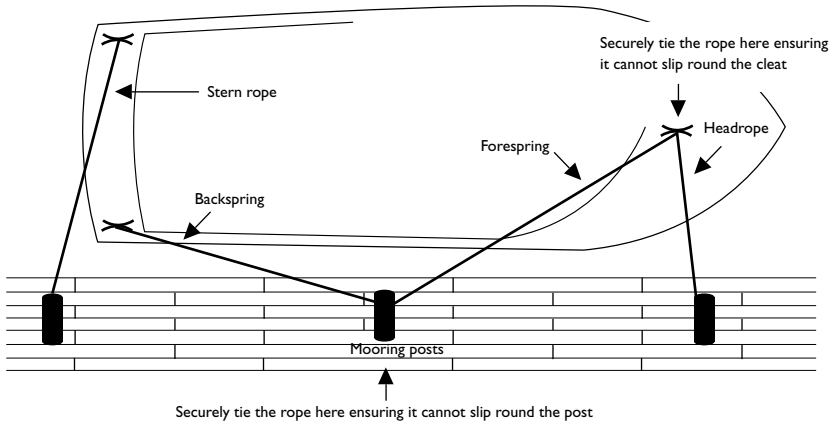
DON'T FORGET

- Plan your moorings
- Take your time
- Keep your speed down
- Wear your buoyancy jacket

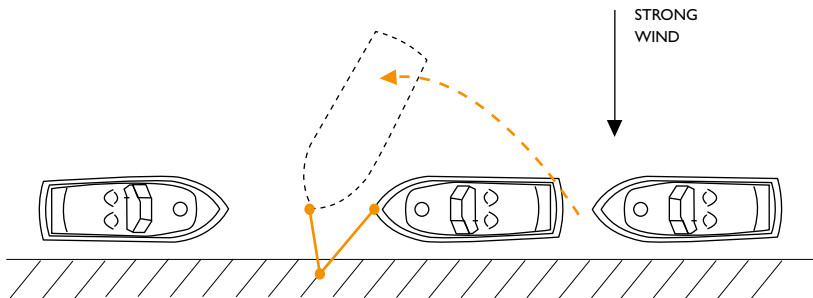
SPRING LINES

Use the spring lines when mooring – if you can. You should make this a rule on the River Yare and by doing so, your boat will not be affected by the under-tow of passing ships.

Here's how to do it:



LEAVING IN A CROSSWIND



Wind blowing onto bank (holding you in) – this won't happen too often:

- Cast off the stern rope and stow away
- Put the rudder over towards the bank or quay and go slow ahead on the throttle, gradually shortening the bow rope
- As the stern swings out, follow the comments above and cast off the bow rope and go astern until well clear
- Bring the rudder hard over and proceed

Turning round in a narrow waterway using the engine:

- Your boat will pivot around a rope from its bow to the shore
- With only the bow line attached, put the steering hard over as though you were steering towards the bank and engage forward gear at low throttle
- The stern will swing out and around all the way to the bank
- Keep your engine running until you have safely moored up

DON'T FORGET

- Before retiring ensure your ropes are well tied
- If used, ensure your round anchors are firmly fixed

Ropes

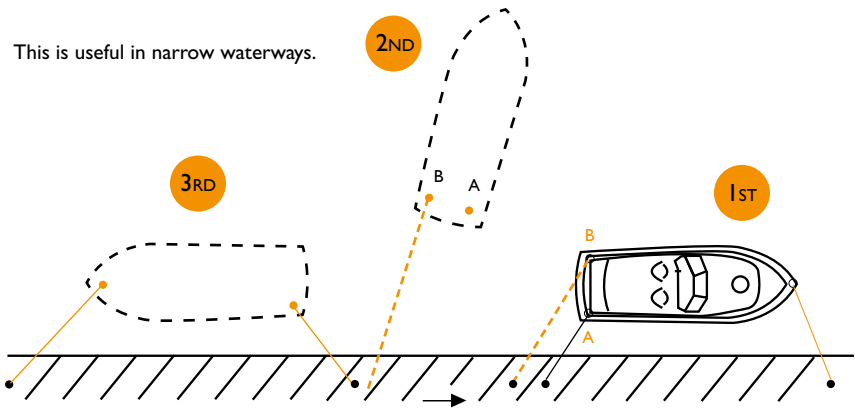
Having a basic knowledge of how to use ropes is crucial for boating. Here are some essential how to do's to help prepare you for your holiday:

Using your ropes

- Secure a rope to the bank using a stern cleat on the side of the boat, away from the river.
- Untie the bow line and the original stern line, and stow away. Keeping hold of the control rope, gently push out the bow.
- When the boat is almost at a right angle to the bank, keep the rope fairly taut and walk back towards the original mooring site.
- The bow will then swing in. Tie up the control rope, take the bow line from your crew member and secure.

Turning a moored boat

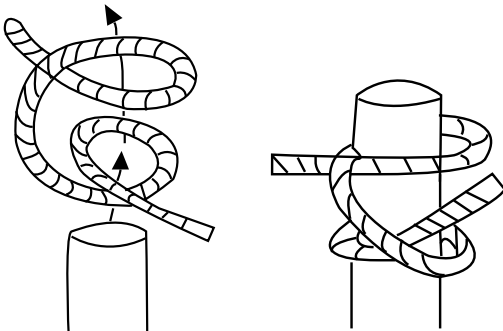
This is useful in narrow waterways.



Knots

THE CLOVE HITCH

Commonly used for tying up to a post. If in doubt, tie it back to your boat or repeat the clove hitch a few times.



REMEMBER

- When leaving your mooring, check that there are no ropes dragging in the water

Where you can moor

You should only moor stern-on, or bow-on, where it is clearly signed that this is permitted. In all other places you must moor side-on. Whenever possible moor to the windward bank. This way you get protection from any wind, and hence provide a steady boat for sleeping and cooking. Always try to moor bow into wind. When you are coming in to moor at a natural bank make sure that there are no underwater obstructions and always approach a mooring against the flow of tide or river you will have much greater control over your boat and don't jump. Always check that there will be sufficient depth of water when the tide falls (you can use your boathook to test the depth of water).

Moorings stern-on to the bank is allowed in only a few places, e.g. in marina basins, in some yacht stations and at Ranworth and Rockland Staithe. But you should never moor stern-on in any river. Normally you should moor two abreast but care must be taken not to obstruct the channel. In particular at Reedham never moor more than two abreast and only in single line near the railway bridge where coasters have to manoeuvre. Overnight moorings on the individual Broads are, generally speaking, free. Fees are payable however at Wroxham Broad, Oulton Broad, Horsey Mere Staithe and Salhouse Broad.

Moorings at Hoseasons and Blakes marinas are free to you. But please avoid Friday evenings and Saturdays at marinas other than your home yard. Moorings at Great Yarmouth are often in great demand. Some visitors prefer to moor their craft at Acle, Reedham or Potter Heigham and then visit Great Yarmouth by train services or buses which operate from these centres. Burgh Castle, too, has excellent mooring facilities and a good bus service – and it's open all year round. Mooring facilities at Oulton Broad and Beccles yacht stations include showers, toilets, washing machines, tumble drier, mains electric point for iron, shaver and hair dryer, and a ironing board.

How Hill. The Broads Authority have established a nature reserve here. The House and grounds are used for further education. You are very welcome to use the moorings – but please keep the river bank tidy and avoid hazarding the conservation and the nature study work that goes on. Moorings are also available at Norwich, Beccles, Oulton Broad and Great Yarmouth yacht stations where a small charge is made. Showers and toilets are available in the yacht stations for people mooring at Norwich, Beccles and Oulton Broad.

Where not to moor

Don't moor in the following places:

1. Where there are red or yellow markers – these indicate underwater obstructions.
2. In the New Cut between Reedham and St. Olaves as there are dangerous stakes submerged at high water. Permanent markers have been installed down both sides of the cut – keep well within the marked channel, clear of the 'no mooring' signs and **DO NOT** use the marker posts for mooring under any circumstances (unless in an emergency). Good moorings are available at Haddiscoe Bridge.
3. To navigation posts or buoys – except in an emergency. These are not constructed to hold a boat and are only for channel marking. Their removal or displacement is an offence under the by-laws.
4. You may prefer not to moor at Norwich Yacht Station over Friday or Saturday nights. These moorings are very close to the centre of Norwich which can be very noisy.
5. At large wooden structures (dolphins) which are for use by ships.
6. Where notices forbid it.
7. On the lower reaches of the rivers, where the current is very strong and the rise and fall of the tide is very large.

In tidal areas, moor at prepared moorings only.

Security of your boat

Every year the police deal with a number of thefts from boats. Boats are difficult to secure but most break-ins are by opportunist thieves and they can be deterred by a little forethought. Here is what the police advise:

1. Lock your doors and windows every time you leave your boat. Put your canopy up.
2. When you are at supervised moorings, yacht stations, marinas etc, tell the Harbourmaster if you are leaving your boat unattended for any extended period.
3. Do not leave your valuables, cameras, watches or binoculars in view on the tables or in the cockpit.
4. Take what valuable items you can with you and leave as little as possible on board your boat.
5. Make sure you can identify your property and please contact the police or river inspector if you see anything suspicious.
6. If you make friends with another boat's crew, arrange to keep a watch on each other's craft.

DON'T FORGET

- Where possible moor on the windward bank
- When mooring on a natural bank look out for underwater obstructions
- Always check there is sufficient depth of water under your boat at low tide
- You have free moorings at all Hoseasons marinas

REMEMBER

- Shut the canopy, lock all the doors and windows
- Don't leave valuables in sight, take them with you if possible
- Don't leave fishing rods or other gear stored on deck overnight

Bridges

All you need to know about passing under bridges across the Broads

At all bridges (except railway swing bridges at Reedham and Somerleyton), most cruisers will have to lower their canopy and windscreen. Many of the Broadland bridges have height gauges, here are some conversions to help you.

6'	6'6"	7'	7'6"	8'	8'6"	9'	9'6"	10'	10'6"
1.8m	2.0m	2.1m	2.3m	2.4m	2.6m	2.8m	2.9m	3.0m	3.2m

Here are some Broadland bridges that require particular care:

water		Headroom at average high
River Bure	Wroxham Road Bridge Vauxhall Bridge (South of Great Yarmouth Yacht Station)	Bridge Pilot must be used 2.13m (6'9")
River Ant	Ludham Bridge Wayford Bridge	2.61m (8'6") 2.13m (7')
River Thurne	Potter Heigham New Road Bridge Potter Heigham Old Road Bridge	2.31m (7'7") Bridge Pilot must be used
River Yare	Thorpe Old River Bridge	1.83m (6')
River Waveney	Beccles Town Road Bridge Somerleyton Railway Swing Bridge St Olaves Road Bridge	1.98m (6'6") 2.61m (8'6") 2.44m (8')

Of these, there is a bridge pilot service at Potter Heigham and at Wroxham (there is a small charge). The bridge pilots are Broadland characters in their own right, and will add a bit more fun to your holiday.

APPROACHING A BRIDGE

Here is what you do:

- The Broads Authority has put up bridge gauges, which are clearly visible, these will show you the maximum clearance.
- The height of your boat with windscreen and canopy down should be shown in the cockpit. If the bridge gauge reads less than this, do not attempt to pass under the bridge. Turn around, tie up, and wait for the tide level to fall.
- If there is only a narrow margin of clearance, use extreme caution. Better still, wait as above.

If you are going to pass under a bridge, and are still sure you have clearance:

- Lower your canopy and windscreen.
- Make sure your crew, especially children, are in the cockpit, or below decks.
- If you are sailing against the tide, give way to craft travelling with it.
- Motor cruisers should give way to yachts.

CHECK

- You must use the bridge pilot where these are in place
- Some boats will not pass under Potter Heigham & Wroxham Bridges, and it is likely that they will not pass under Beccles and Wayford bridges at high water
- When approaching a bridge check the bridge gauge for clearance
- Ensure that your crew and children are in the cockpit or below decks
- Ensure that your top deck is clear of TV aerials etc

Potter Heigham Old Road Bridge – you will need a pilot!

The centre of the arch is only 6'9" (2.03m) at average high water, and the sides fall sharply down to the water.

Water and tidal conditions may make bridges impassable to ALL boats at certain times. There is a Potter Heigham Bridge Pilot Service (a small charge is payable), which must be used by all skippers, even if the instructions in the cockpit don't necessarily say that you should.

As you approach the bridge, the Pilot Service is marked with flags and signs 50 yards on the right before the bridge itself. The skilled full time pilot will take you through the bridge in either direction – it will help if you arrive no later than two hours before low tide (Potter Heigham low tide is 3 hours after Great Yarmouth), and your water tanks are full to keep your boat low in the water.

The pilot will advise you if it is possible to pass under, his word is final. While the pilot is aboard please always follow his instructions.

For your own safety please ensure all members of the crew are either inside the boat or cockpit and heads,

arms and legs are inside the boat; the space between the boat and bridge can be very small.

Under no circumstances must anyone be on deck.

As the boat approaches the bridge, watch the bridge and duck if necessary. When mooring on the other side please follow the pilot's instructions.

If you are proceeding to Hickling remember the second bridge!

NOTE

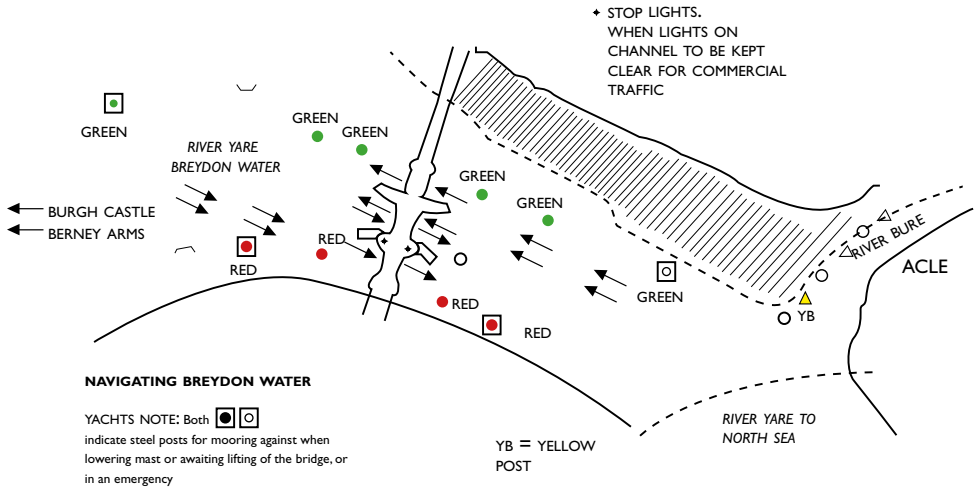
All passages are dependent on tidal and weather conditions. For information telephone 01692 670460.

DON'T FORGET

- Take your time
- Watch your height
- Brief your crew
- Lower your canopy or windscreen
- Use the Potter Heigham and Wroxham Pilot services
- At all low bridges a warning notice is displayed – pass under the arch displaying this board, and remember the same applies for your return journey, the wind and tide may be different

Crossing Breydon Water

All you need to know about crossing Breydon Water safely



On Breydon Water, keep well within the marked channel, especially when cruising at low tide. The channel is clearly marked with upright posts. Keep between the green and red posts. Do not attempt short cuts as the surrounding area is very shallow. If you venture outside the channel, your boat will almost certainly go aground and you may have to remain there until the tide rises. Whilst you will be in no danger, it can be an uncomfortable experience.

Should your engine fail, turn your boat into the wind; drop your mud weight and pay off as long a line as you can. This will stop you from drifting. Do not moor up to a channel marker unless there is no other option. Try to establish what the defect or failure is; if you cannot rectify it yourself, hail a passing boat and ask them to pass a message to your marina. Make sure that they have the name of your boat, what help you want and your approximate location on Breydon Water, i.e. towards Burgh Castle, mid-way, or towards

Great Yarmouth. All marker posts are numbered; give the number of the one nearest your location. Having summoned assistance, do not move until help arrives, even if you think the emergency is over. Should circumstances demand that you personally negotiate a tow, agree this with your marina first or you may be liable for the cost. It is also advisable to agree the fee to be charged before accepting the tow in order to avoid disagreement later.

PLEASE NOTE

- Breydon Bridge is manned 16 hours a day from the last week in March onwards from 6am to 10pm or daylight hours

Some navigational advice

The vast majority of the Broads are totally accessible but some areas may require special care. Where stretches of water on the Broads are too shallow for yachts and cruisers, the channels are marked by posts, poles, buoys or leading marks.

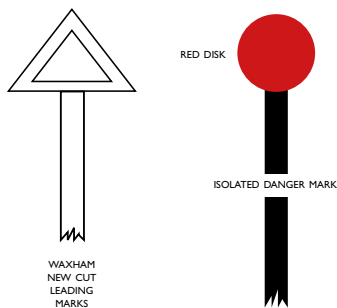
Channel markers

When it is not clear where the channel is, it is marked with red and green buoys or large posts. Both types of marker are laid out with red on the left and green on the right moving upstream of a river towards its source. When it is safe and practicable to do so, vessels should navigate to the right of the centre of a channel. It is not advisable to go outside a channel unless you are certain that the water is deep enough for the type of boat that you are using. Remember when travelling toward the river mouth the orientation of the buoys will be reversed. Where a hazard is isolated from the bank more than one wooden post could be used to form a boundary

around the hazard. In this case stay well clear and on the “channel” or deep water side of posts. Yellow buoys are sometimes used instead of wooden posts if the hazard is located where the current is likely to wash posts away (note that wooden posts marking hazards were painted red in years gone by and may still be seen in places). An exception to this is on Breydon Water where a large yellow metal post is used to indicate a mud bank at the entrance to the River Bure. Great care should be taken not to cut the corner; stay in the channel and pass the post on the outside.

Danger marks

At some places notice boards will mark navigational hazards. There are also poles painted red or yellow, some surmounted by a red disc which will show more isolated dangers. Keep well clear of these and use your common sense. Inspect carefully any bank to which you wish to moor or approach closely.



REMEMBER

- Never stray from the route shown by the markers or your may run aground

There are some rivers sections that need special care

The lower reaches of the River Yare

Large commercial ships use the River Yare up to Cantley, usually between September and March. You should always give them plenty of room and do not attempt to overtake them when they are under way.

Do not pass through Reedham Railway Bridge and Carrow Bridge, Norwich, when they are open for large commercial vessels. Do not moor in the bends on the River Yare – large commercial ships swing wide and may collide with you.

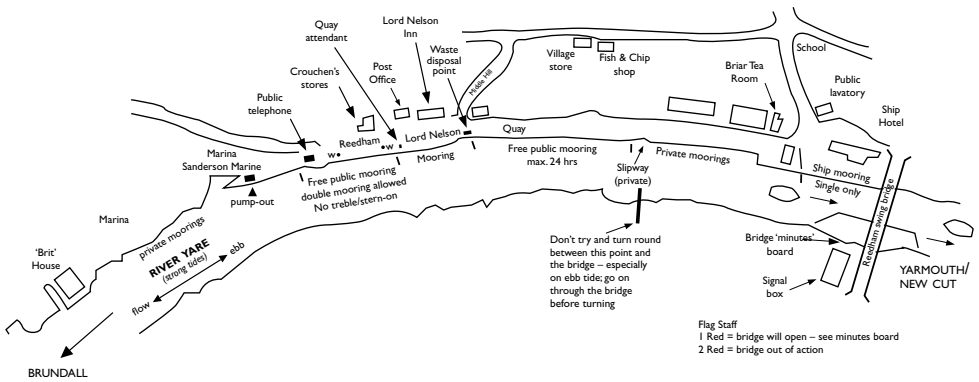
The lower reaches of the River Bure

When cruising between the Stracey Arms Windpump and Great Yarmouth, stay away from the banks at low water to avoid becoming stuck on the mud.

Please keep clear of coasters approaching the wharf at the mouth of the River Bure; these vessels are restricted by the depth of water. Do NOT approach or pass under Haven Bridge at Great Yarmouth which is the cruising limit for hire boats and where there are strong currents.

At Reedham

1. Check which way the tide is flowing and always come in to moor against the tide.
2. Don't try to turn around between the slipway and the bridge, especially on the ebb (outgoing) tide as you may be carried into the bridge. Go down below the bridge and turn there.
3. Keep to the right through the bridge. If necessary boats going against the tide should hold back to allow passage of boats going with the tide. Keep out of the way of large vessels passing through the bridge.
4. Double alongside mooring is allowed at the Quay. Treble or stern-on mooring is not allowed.
5. At the ship hotel near the bridge only single mooring is allowed.



Reedham Ferry

Reedham Ferry

Exercise particular care here if the chain operated ferry is working. You should wait until it has docked before passing to avoid catching the chains with your propeller. Be prepared to obey the instructions of the ferry operator.

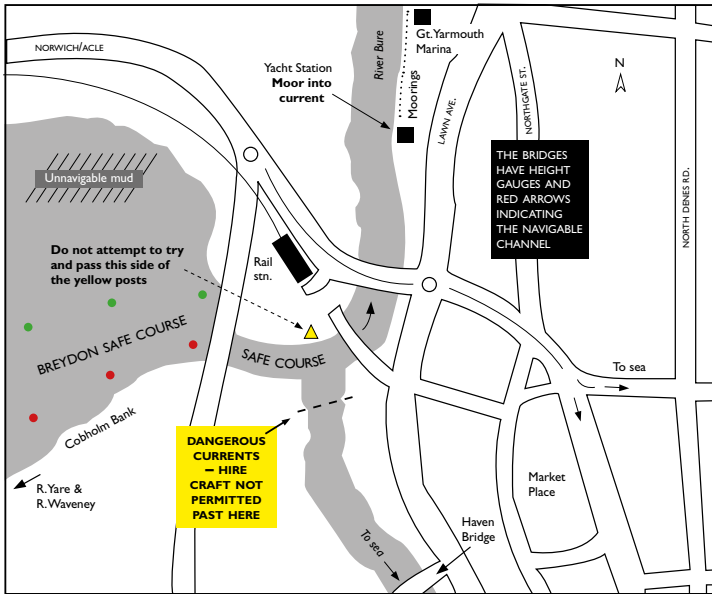
WARNING

- There are very strong tides at Reedham, always moor against the tide and ensure that your crew wear their buoyancy aids

Navigating Great Yarmouth

Great Yarmouth is the point where the Broads rivers reach the sea, where the current is strongest and the rise and fall of the tide greatest. Tidal flow around Great Yarmouth can be very strong. It is a very popular Broads stopping place and a busy crossroads, so be careful. Keep about 100 yards distance from any boat going in the same direction to give yourself room to manoeuvre.

There are two low bridges to negotiate on the River Bure. At average high water the clearance under these bridges is insufficient so you must pass through near low slack water. Both of the bridges at the mouth of the Bure and the road bridge over Breydon Water, a short distance up from the mouth, are fixed so windscreens and canopies must be lowered well in advance of these bridges.



Travelling across Breydon to northern rivers

Going north towards Great Yarmouth, the last moorings are at the Berney Arms on the River Yare and Burgh Castle Marina on the River Waveney. Both of these places are about four miles from Great Yarmouth. In emergencies only moor up to the floating pontoon.

Travelling through Great Yarmouth to southern rivers

Going south down the River Bure, the Stracey Arms Windpump (about 7½ miles from Great Yarmouth)

is the last mooring place before reaching the Great Yarmouth Marina and the Great Yarmouth Yacht Station. Going through Great Yarmouth, you will have to negotiate three bridges, so yachts will need to lower their masts well in advance. Do not be tempted to continue past the yacht station under sail because the tides are strong and there is a lack of suitable moorings. When you have passed under both bridges and the road bridge over Breydon Water, you can use the red painted dolphin and the mooring posts between posts no.2 and 4 on the Cobholm bank for raising masts.

The best time to navigate

Study the tide tables and river distances and plan your arrival time at Great Yarmouth to coincide with low slack water. If your boat has a high fixed superstructure beware of a rapidly rising tide which may prevent you negotiating the bridges. With other types of boat it is quite safe to go through between one hour before and after low water. Refer to your tide table for the time of low slack water at Great Yarmouth, or, if the weather is windy, telephone the yacht station (01493 842794) and ask for the time of

low slack water, as it can be appreciably affected by the wind.

If you are going to stop at Great Yarmouth, you should time your arrival to coincide with the right tide – slack low water or just afterwards. To find out when low water is check the tide tables. At slack low water the current is weaker so it's easier to moor and there is more room under the bridges.

Please refer to the tide table (page 30) for more information.



WEAR YOUR LIFE JACKET • NEVER ENTER THE WATER • STAY SAFE!

REMEMBER

- This is what can happen if you stray from the navigation posts on Breydon Water.
- Study your tide tables for the best time to cross

TIP

- If you want to travel through Yarmouth, leave Acle, Stokesby, Berney or Burgh Castle at low water

Fishing on the Broads

Fishing is a very popular sport on the Broads rivers, particularly at weekends, but it can be disturbed by the passage of motor craft. Please show consideration to anglers.

Certain reaches (which amount to only eight miles in all) have been selected to provide the best fishing areas with land access. Please avoid passing through these reaches before 9am on Sundays between 16th and 30th June, but if you do have to use these reaches before 9am go less than 5mph and keep well away from the banks being used by anglers.

River Bure – Fleet Dyke (St. Benet's Abbey) to ½ mile upstream of Acle Bridge. River Thurne – West Somerton to Martham Ferry and Potter Heigham to Thurne Mouth.

Licences

The controlling body for angling is the Environment Agency and bailiffs patrol regularly.

If you are going to fish on the Broads then you must carry a rod licence. A national fishing licence allows anglers to fish with two rods, where bylaws permit, anywhere in England and Wales.

REMINDER: Since lead weights between 0.06 grams and 28.35 grams were banned, anglers found using them in the Anglian Water Region face a fine of up to £1,000. Alternative non-toxic substitutes are now available for lead shot.

Closed season

No fishing is permitted from 15 March to 15 June inclusive. The Easter and Whitsun concessions

of previous years are no longer allowed by the Environment Agency.

Bylaws warning

Anglers have responsibilities and should read the Water Authority Bylaws exhibited on notice boards around the Broads. Bailiffs patrol the waterfront, so please carry your licence with you. Please note that fishing from moving motor boats is not permitted and you must not leave your keep net hanging over the side while the boat is moving since this kills the fish. You must not leave dead fish, litter, or fishing tackle on the riverbanks or in the water, nor leave a rod unattended with its line in the water. Birds often do not see the line and become hopelessly entangled. They can lose limbs, be strangled, or die from starvation if they can't feed because of hooks in their mouths. Take any spare line away and cut it up or burn it.

If you come across wildlife needing help, RSPCA inspectors can be contacted by telephone on 0300 124999, and the RSPB on 01603 661662.

Boat hygiene

If using maggots or worms as bait, please ensure that they are never taken into the boat's living quarters. Keep them secure in proper containers in the outside cockpits, on deck.

Where to fish

Providing you carry a rod licence, all tidal banks owned or leased by the Environment Agency may be fished free and are accessible from the river.

Some of the species of fish found on the Norfolk Broads



Bream



Perch



Rudd



Roach

River Bure: At Coltishall Common, bank fishing is permitted. At Horning, for half a mile on the right-hand bank above and below the ferry provides good fishing for roach and bream. The left-hand bank at St Benet's Abbey is leased by the Norwich and District Angling Association and day tickets are issued. From below Ant Mouth downstream for 3¾ miles on the right bank to beyond Upton Dyke, the river gets deeper and faster and is excellent for bream. There is fishing on both banks below Acle Bridge, 1000 yards on the right bank, 760 yards on the left and a further 300 yards above Muckfleet sluice.

River Ant: A dinghy is needed to fish Barton Broad. Downstream of Irstead Church on the right bank for over a mile. Left bank at How Hill for which the Norfolk County Council issues day tickets. Left bank below How Hill past Ludham Bridge to the old Hundred Stream, 600 yards downstream of Ludham Bridge.

River Thurne: A dinghy is needed to fish Hickling Broad, Heigham Sound and Horsey Mere and permits are sold by the Norfolk Wildlife Trust on the water. 4½ miles on the right bank from Martham Broad to 800 yards downstream from Womack Water, and the rest of this bank to Thurne Mouth; Norwich and District Angling Association day tickets are issued. 3½

miles on the left bank of Martham Broad to Repps Staithes and 2 miles of the bank on the Candle and Womack dykes.

River Wensum: Through Norwich there is fishing at Riverside, between Foundry and Carrow Bridge.

River Yare: From ½ mile of Strumpshaw Pump, for 1½ miles to downstream of Buckenham Ferry. 400 yards upstream of Cantley Red House. River Yare on the right bank 3 miles downstream from Rockland Short Dyke to 500 yards downstream of Langley Dyke.

River Waveney: Right bank at Barsham for 2½ miles from Shipmeadow to the start of the built up areas at Beccles. Beccles Council owns the bank from Beccles Yacht Station downstream for some distance; this is available free to individual anglers. Left bank for ¾ mile upstream of Beccles Bridge.

Oulton Broad: A dinghy is useful for fishing the Broad but there is bank fishing from Nicholas Everitt Park.

All other parts of the navigable water of the Broads are under 'riparian owners' control and permission must be obtained before you fish.

REMEMBER

- Clear up all your litter
- Never leave unused hooks or fishing line on the bank or in the river
- Never use lead weights between 0.06gms and 28.35gms
- Closed season 15 March to 15 June inclusive

DON'T FORGET

- Is your licence valid?
- Don't fish from a moving boat



RICHARDSON'S

DAY BOAT HIRE

— IN THE BROADS NATIONAL PARK —

SPEND A DAY OUT ON THE BROADS



Set your own course for a fun-filled day

Seating up to 12 people, our self-drive, all-weather boats have plenty of room for friends, family, and even pets. Sit back and relax as you cruise through the Broads National Park – all at your own pace.

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ONLINE
NOW!**

To book your day boat, call 01603 782 309 or visit
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The Rhond, Wroxham/Hoveton, NR12 8UA



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AND HAVE A GREAT DAY OUT IN NORFOLK AND SUFFOLK



At Richardson's Family Entertainment Centre we have 14 bowling lanes and our comfy bar & diner is a great place to enjoy a delicious meal. There are loads of arcade games and our soft play area is a great place for children to explore.

Enjoy amazing coffee, cookies, cakes and milkshakes at Richardson's Coastal Café. Located next to our public car park, it's the ideal spot to begin a grand day out in Hemsby. We're open 9am-6pm seven days a week.


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TROUBLESHOOTING

Helpful tips and ideas to help you
troubleshoot whilst on board

Quick fix guide

Most of the problems which occur within the first day or two can usually be dealt with over the phone. You may find the following useful before you call us.

BILGE PUMP KEEPS RUNNING

PLEASE LIFT THE HATCH IN THE FLOOR OF THE REAR CABIN (If there is not a floor board in the rear cabin, try the next cabin forward)

Is there water high in the bilge near the shaft?

YES – please inform us

NO – Can you see anything under the float switch in the bottom of the bilge? (It is white and pivots at one end)

YES – remove the object from under the float switch

BOAT WILL NOT MOVE / NO DRIVE.

Which gear control do you have? Is it mounted on the top or at the side of the helm?

SIDE MOUNTED:

Have you remembered to select drive by pushing in the small silver button under the lever? (Put the lever into the neutral position first)

IF YES – please inform us

TOP MOUNTED:

Put the lever into the central position. Do not pull the lever but move it forwards. Do you have drive?

IF NO – please inform us

CANNOT START THE ENGINE

Is this your first day out?

1. YES, OUR FIRST DAY

Is the stop control in? It is a black T-shaped handle on the dashboard (note – some boats don't have this control)

Put the gear selector into neutral and select full engine revs

Put the key into the off position and then turn it one position clockwise. The charging lights should be on

Turn the key again one position clockwise to the heat position and hold in that position for 10 seconds – there may be a yellow indicator light to confirm this.

Turn the key fully clockwise to engage the starter.

If this does not start the engine, please inform us.

2. NO, WE HAVE BEEN ON BOARD FOR LONGER

Is the stop control fully in?

Are you preheating the engine before trying to start?

Is the battery master switch in the 'on' position?

If the answers to the above are yes, and the engine will not start, please inform us.

COOKER WILL NOT LIGHT

Is the mains gas tap near the cooker in the 'on' position? (The lever is in line with the pipes)

Have you pushed the flame failure override in?

What is the flame failure override?

The oven flame failure button is either a silver or red button found at the bottom of the oven, on the cooker control panel or the oven control knob needs to be pushed in (this also applies to hob burners)

IF THE BUTTON IS AT THE BOTTOM OF THE OVEN OR ON THE CONTROL PANEL;

Turn on the burner control knob, light the match and apply to burner, push button in and hold in. When the burner is alight, hold the button in for a further five seconds.

If the oven control knob pushes in (applies to hob burners as well):

Turn on burner control knob, light the match and apply to burner, push control knob in and hold in.

When burner is alight, hold the button in for a further five seconds.

If you are unsuccessful, please inform us.

FRIDGE DOES NOT WORK

Is the fridge switched on? It is a white light switch close to the fridge, but it may be hidden behind something on the worktop.

IF YES – Is there a small red light flashing above the fridge door or inside the fridge?

YES – your batteries are low and you need to run the engine to charge them.

If the fridge still does not appear to work after 20 minutes please inform us.

NO WATER/NO HOT WATER

Is the water pump on? The switch is on the dashboard.

Have you filled up with water today? The tank should be filled daily (if you have ran the water tank dry, the pump will need to be bled after filling the tank, please call for advice).

IF YES TO THE ABOVE – please inform us.

NO HOT WATER

Is there water from the tap? (See above)

YES – have you run the engine for at least 45 minutes?

NO – run the engine at 1000 RPM for 45 minutes to heat the hot water tank

YES – inform engineer

NO LIGHTS/ELECTRICAL POWER

Turn the ignition on – are the charge lights on?

NO – can you start the engine?

NO – are the battery master switches on?

IF YES – please inform us

SHOWER TRAY WILL NOT EMPTY

Have you pressed the 'shower pump' button? This will be a black button or a white light switch mounted below waist height. On some boats this may be confused with the toilet flush button.

IF YES – please inform us

TOILET WILL NOT FLUSH

There are two types of toilet:

1. ITT TOILET (a hand pump toilet with the pump on the right side)

Is the small lever on the rear of the pump in the left hand position?

IF YES – please inform us

2. MANSFIELD TOILET (an electrical flush toilet with a foot pedal on the left side and flush button on the bulkhead)

Have you depressed the foot valve and pressed the toilet flush button? This will be a black button or a white light switch mounted below waist height. On some boats this may be confused with the shower flush button.

IF YES – please inform us

If the troubleshooting methods listed do not solve your issue, please call us on 01692 581 081, 8am–5pm Monday to Saturday or 9am–3pm Sunday.

Out of Hours Assistance
07768 164 129 / 07880 198 075

Our emergency engineers will only attend the following problems outside the hours quoted above;

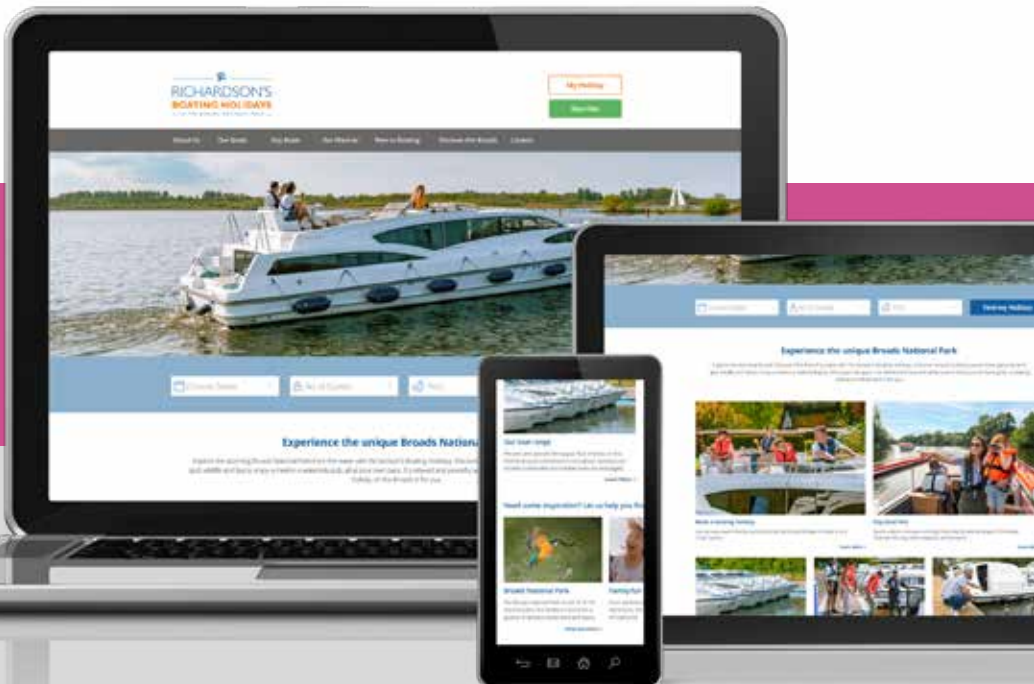
No drinking water
No electrics
No heating
Gas leak
Boat sinking

They will, at their discretion, either attend if you are in an accessible location or give you advice until the following morning. **If the problem is not one of the above**, please call the marina number during our normal office hours quoted above.

Further Information

If you need some general information about your holiday including route ideas, area guides and more then make sure to take a look at our website:

www.RichardsonsBoatingHolidays.co.uk



WiFi Trouble Shooting Guide

I can't get the internet but I am connected to Richardsons WiFi.

Being connected to WiFi is not the same as being connected to the internet. Your device may show 'connected to XXXX-Richardsons - no internet access'. This is normally due to network coverage in your current location.

Our WiFi devices use the EE mobile network to provide internet access.

This means that just like your mobile phone, connecting to the internet is dependant on the network coverage available where your cruiser is. Your location will affect the connection to the internet. If you are connected to the WiFi but cannot access the internet (including the EE registration service mentioned above) then this most likely a network coverage issue, try to connect again when you have moved your cruiser to another location.

XXXX-Richardsons is not showing in my WiFi list.

Once the device is powered on you should see XXXX-Richardsons in the WiFi list, it does take a few minutes to start broadcasting a wireless network after you flick the switch. You won't see XXXX-Richardsons exactly but the registration of your boat, so for example if you were aboard the Topaz you would see Q053-Richardsons.

I cannot connect to the WiFi – password is wrong

To ensure the speed for our customer our wireless networks are password protected with the following password rich4rds0ns. Ensure that you have entered this password correctly, the second zero (0) is a number not a capital letter O, the rest of the characters are all lower case.

I cannot find any Richardson's WiFi in the list but I have powered the WiFi on.

If you have powered the wireless on and you cannot find a Richardson's WiFi in your wireless lists. Power the device off again by flicking the switch and start the process again. If you still cannot find a Richardsons WiFi signal please call Richardson's reception number located in the cruiser handbook and advise a member of our team you cannot get the WiFi network name to appear.

WiFi CONNECTION GUIDE



1. Power on the device. Look for the switch labelled WiFi aboard your cruiser.

2. Wait 3 Minutes. Once powered on our WiFi devices take up to three minutes to start broadcasting a wifi signal.

3. Search for WiFi using your device (mobile, tablet or laptop).

4. Select the wireless network XXXX-Richardsons (XXXX will be replaced with the reg number painted on the hull of your cruiser).

5. Enter the password rich4rds0ns when prompted.

6. If this is your first time connecting an EE web page will pop up asking you to register.










7. Follow the steps on the EE webpage to register your device, you may be asked for your name, address, mobile telephone number and a password. EE will send you an activation code via SMS message.

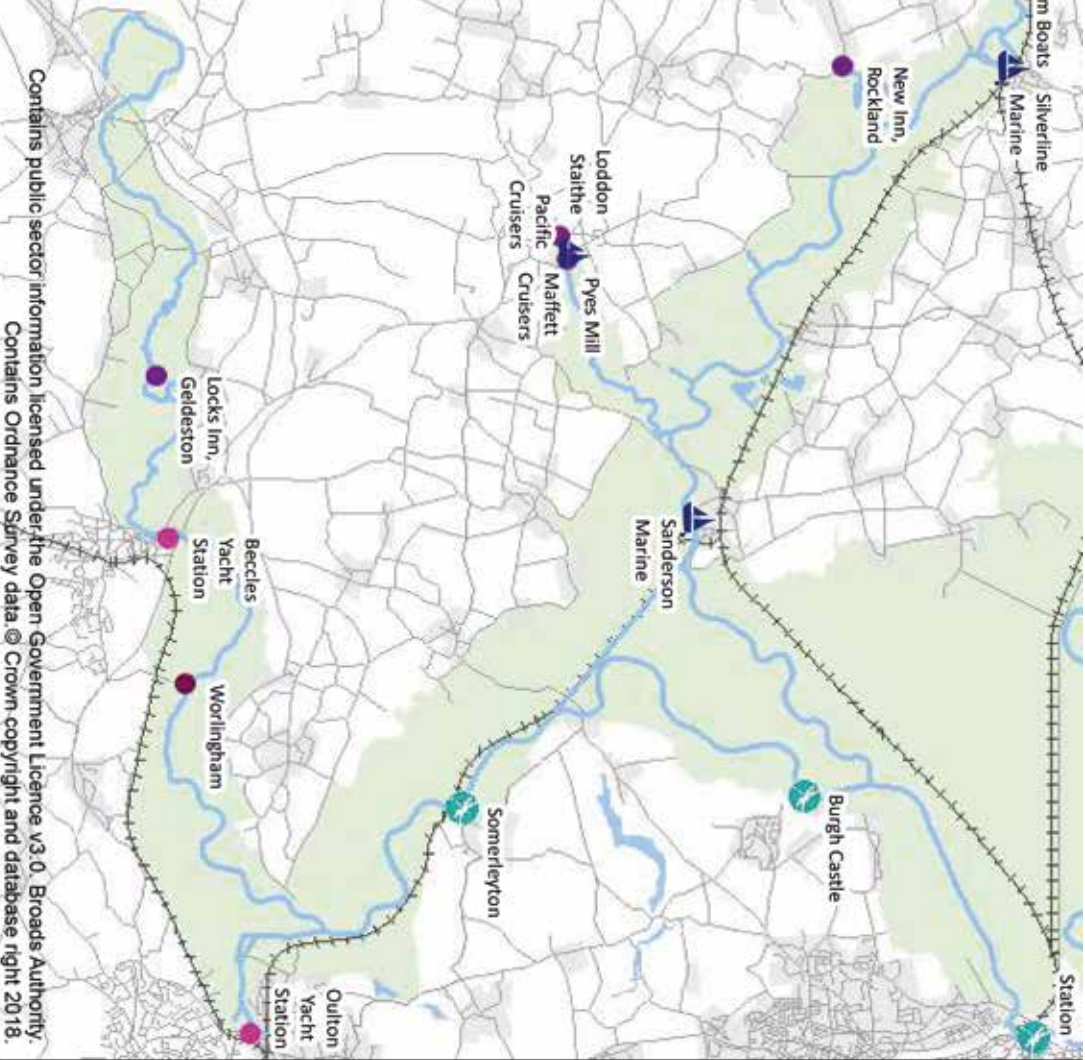
8. Enter the activation code on the screen prompting you.

9. You are connected to WiFi.



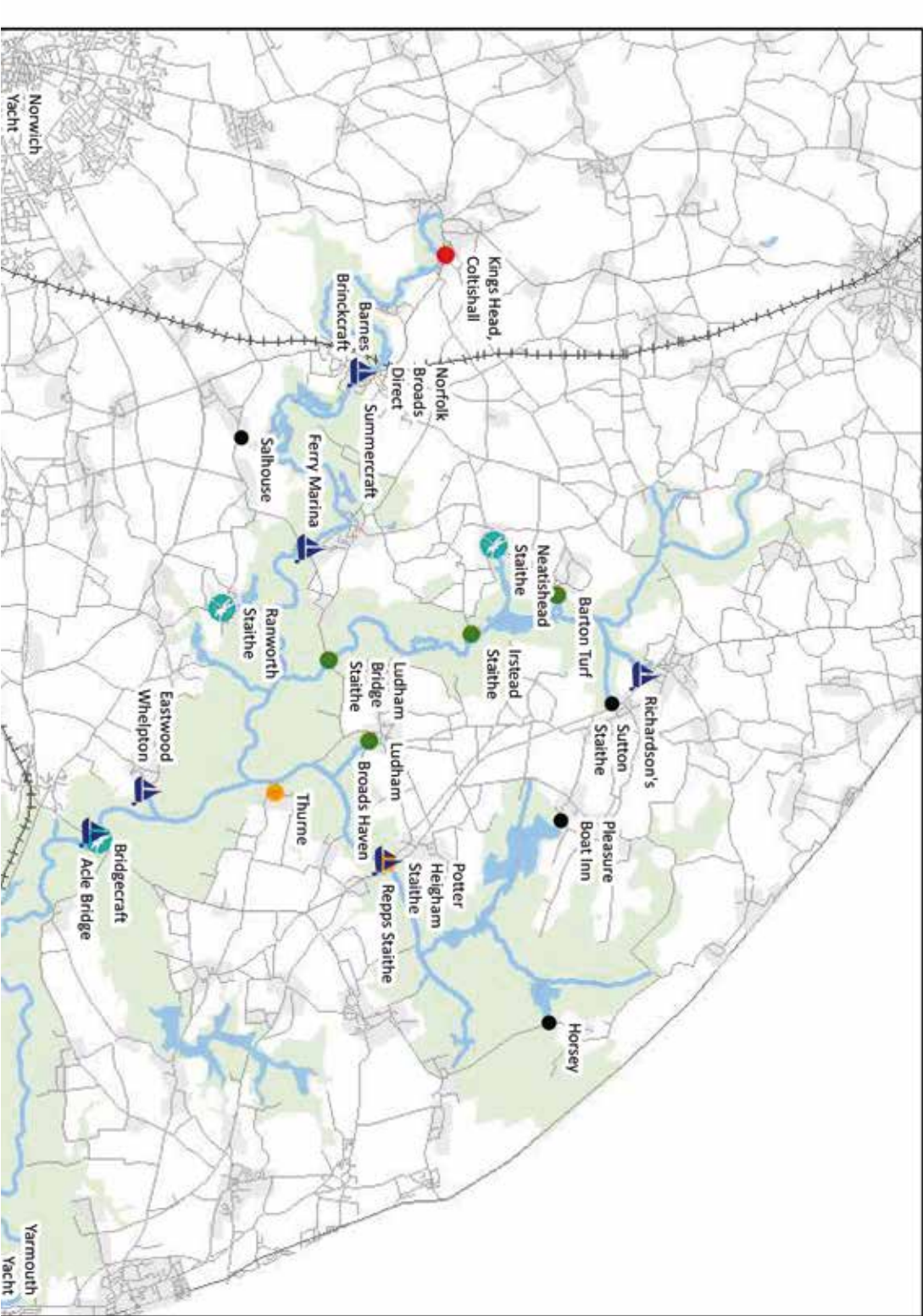
Waste Facilities

-  Boatyard (hire craft only)
-  Other
-  Broadland DC
-  Broads Authority
-  Great Yarmouth DC
-  North Norfolk DC
-  Parish Council
-  South Norfolk DC
-  Waveney DC



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