

Charter Pack

Version 1.4



About Us

Jetstream Tours was created in 2013 by Richard Bain. At first, we offered tours with our small 9 metre jet boat 'Twist' which is capable of carrying up to 10 people, for high speed rides from Sun Pier, Chatham.

The companies ambition was however much bigger and there remained a vision to offer more than just high-speed thrill rides. After many searches and several long trips Jetstream Tours found its passenger vessel 'Jacob Marley'. Jacob Marley runs trips throughout the year from Rochester, Southend Gravesend and Chatham. Day trips, sightseeing tours and is involved with special events and festivals.

We were approached by Kent County Council in 2017 and tasked with taking over the Gravesend to Tilbury ferry service connecting Kent and Essex. Our reliable service has now been awarded the contract for the next 5 years.

Jetstream Tours prides itself with great customer care and bringing you a river adventure to remember.

Boat Hire

Please see below our two vessels for private hire.

Jacob Marley- Passenger Vessel

Facts:

- Minimum Crew: 2
- Passenger Max: 100
- Parties Max: 60
- Toilet: 1 (no disabled toilet)
- Seating Outside: 20
- Seating Inside: up to 70
- Features: Bar, Panoramic Windows, Music Centre, Dance Floor, TV, Wheelchair Accessible
- Cruising Areas: (Oct-April) Medway, Rochester to Sheerness. (April- Oct) Medway, Thames Estuary, Southend, Whitstable, Redsand Towers.
- Pick up points: Rochester Pier, Sun Pier (Chatham), Chatham Maritime Marina, Gravesend and other piers subject to availability.



*incur additional costs

Prices are pound sterling and not subject to VAT unless otherwise stated

Hire Costs	Monday – Thursday	Friday- Saturday
1 hour private sightseeing	N/A	£250.00
2 hour	N/A	N/A
3 hour	£660.00	£720.00
4 hour	£880.00	£960.00
Additional hours	£220.00	£240.00
Surcharges	Cost	
DJ (Per hour*)	£395.00*	
Own Music	£20.00	
Own Catering (per person)	£1.00	
Corkage (per bottle)	£5.00	
Decoration	Own decoration is allowed (please see below for more details)	

*subject to VAT

Twist – Jet Boat

Facts:

- Minimum Crew: 1
- Passengers Max: 10
- Parties Max: 10
- Two engines delivering 265hp each
- 40 knots
- Ideal for sightseeing, filming and passenger transfers



Hire Costs	Monday- Thursday	Friday- Sunday
1.5 hour	N/A	£295.00
2 hour	£295.00	£350.00
3 hour	£350.00	£400.00
4 hour	£400.00	£450.00
Additional hours	£50.00	£50.00

Thames Swift

Facts

- Class V Passenger vessel
- Minimum Crew: 2
- Passenger Max: 50
- Ideal for ferry service or for passenger transfers
- Can run all year round in the River Thames from Gravesend to London or from Sheerness to Rochester.



Hire Costs	Monday- Saturday Evening	Sunday anytime
Min hire 2 hours	£200	£200
Additional hours	£100	£100

Other Hire

- Ashes scattering
- Cruise ship transfers
- Sightseeing
- Filming
- Safety boat

Decoration

No single use plastic items- no balloons.

We are more than happy for you to decorate the boat for a party or if you would like to give us a budget for decoration we can do this for you.

However please be aware that Jetstream Tours discourages the use of single use plastic items. We hope that you will respect this ethos and will not bring items on board such as balloons that may enter the river.

Catering

We will provide all tableware for your catering, but if there is a specific item that you would like to bring, then please contact us before your event.

Catering

See below our selection of catering options, if you would like to discuss custom options and budgets then please contact us via 01634 525202 or bookings@jetstreamtours.com

Hot Fork Buffet

2 mains (min 25 people) £10.95pp
3 mains (min 50 people) £10.95pp

Mains

Red Thai Curry
Beef or Vegetable Lasagne
Beef or Bean Chilli Con Carne
Chicken or Vegetable Curry
Cottage Pie
Chicken Chasseur

All served with either potatoes, rice, salad or vegetables.

Cold Fork Buffet

Choice 1 - £9.95pp

Meat Platter
Homemade Vegetarian Quiche
Green Salad
Tomato & Mozzarella Salad
Crudities & Dips
Rolls & Butter

Choice 2 - £10.95pp

Meat Platter
Cheese Platter
Homemade Potato Salad
Homemade Coleslaw
Crudities & Dips
Rolls, Crackers & Butter

Choice 3 - £13.95pp

Ham Platter
Dressed Salmon
Homemade Vegetarian Quiche
Homemade Sausage Rolls
Homemade Cheese Straws
Chicken Goujons
Crudities & Dips
Lemon Cheesecake

Canapes

£6.95pp

Selection of mixed
canapes

(min 20 people)

Finger Fork Buffet

£6.75

Sandwiches
Homemade Sausage Rolls
Mini Quiches
Chicken Saly
Vegetable Samosas
Chicken Goujons

£9.55pp

Sandwich Selection
Crudities & Dips
Vegetable Quiche
Mini Savoury Eggs
Chicken Goujons
Samosas
Spring Rolls
Mini Pastries



Afternoon Tea

£6.95pp

Finger Sandwich Selection
Scones and Clotted Cream

Finger Sandwich Selection

£6.95pp

Selection of Cakes

Cheese Platters

£6.95pp

Cheese Board

Cakes
Fries
Cakes

French Bread

Pate Platter

£6.95pp

Meat Pate
Vegetable Pate
Fries & Bites

Ploughman's Platter

£6.95pp

Various Hand Carved Meats

Cheese Selection
Fries
Salty Gansh
Cakes

Terms and Conditions

Please read through our Terms and Conditions and if you wish to request a booking, fill in our Charter Order Form and return it to bookings@jetstreamtours.com or post it to our office address: Unit 12 Innovation Studios, Canal Road, Strood, ME2 4DT

Jetstream Tours Ltd operate passenger boat and high-speed rib tours on the River Thames and Medway. The Registered address is Sun Pier House, Medway Street, Chatham ME4 4HF. By purchasing your ticket or hiring our vessel, you agree to the following Terms and Conditions. In all group booking cases, the lead party member is responsible for agreeing, on behalf of other members of the party, to these Terms and Conditions. "You" or "Your" refers to the customer.

Terms relating to your booking

1. Jetstream Tours Ltd reserve the right, when necessary, to alter the scheduled departure time, re-route vessels for reason of safety or stop them serving a pier/pontoon, without notice. We do not guarantee to operate any service in accordance with published schedules or at all.
2. Jetstream Tours Ltd cannot be held responsible for any disruption to services in the event of responding to instructions from third parties including, but not limited to, the Maritime Coastguard Agency, Port Authority and Emergency Services.
3. Jetstream Tours Ltd reserves the right to alter your booking time or date should the minimum passenger numbers not be reached thirty minutes before departure. *
4. Jetstream Tours Ltd will only refund the cost of any cancelled booking if another tour has not been offered, which is at the discretion of Jetstream Tours Ltd, and the cancellation has been made by Jetstream Tours Ltd not you.
5. Jetstream Tours Ltd reserve the right to alter your booking time or day of the vessel should weather deteriorate and be deemed unsuitable for safe passage. [See also condition 16].
6. Jetstream Tours Ltd cannot be responsible for weather conditions during the tour. You must dress appropriately for the conditions bearing in mind the river can be windy and rough and you may get wet! Flat shoes or trainers are recommended. High-heeled shoes or other similar footwear are not permitted on board. §
7. Any requests to change a booking time/date by the passenger must be a minimum of 7 days in advance such alterations are at the discretion of Jetstream Tours Ltd and will be subject to a £25 admin fee and availability.
8. Bookings are available for an individual ticket, group or for a whole vessel.
9. Exclusive charter bookings can only be made by person's aged 18 and over.
10. All passengers prior to boarding the vessel must have paid for their booking in full, or have a travel voucher.
11. Pets may travel on our RiverCruiser but sadly are not permitted to travel on our Jetboat. This unfortunately includes guide dogs.
12. Tickets may be available to purchase prior to the start of a tour subject to availability.
13. You must arrive fifteen minutes prior to the scheduled departure time, to ensure that you have donned lifejackets and are wearing suitable clothing.
14. If you fail to arrive fifteen minutes before the scheduled departure time, this may result in the

cancellation of your booking.

15. Jetstream Tours Ltd are not responsible for factors that may lead to a you missing your tour, including transport delays, weather conditions, parking issues and illness. No refunds or reschedules will be offered.

16. Jetstream Tours Ltd will not be liable for any expense, delays, disappointment, inconvenience, or any other consequential loss suffered by you in the event of a cancellation or postponement of a booking.

17. All bookings are non-refundable, non-transferable and cannot be re-sold without prior consent of Jetstream Tours Ltd.

18. A valid booking confirmation must be retained at all times and presented to a Jetstream Staff member and/or its approved agent, prior to embarking the vessel.

19. Any person attempting to board the vessel, or found on the vessel without a valid booking confirmation, will be removed from the vessel and the pier/pontoon.

20. If Jetstream Tours Ltd reasonably believes that a booking has been re-sold without prior consent or has been purchased from any individual, company or organization other than Jetstream Tours Ltd, then the booking may be cancelled.

21. All our prices are in Pounds Sterling and we do not charge VAT or booking fees

22. All prices are subject to change without notification.

23. Any Child under the age of 18 must be accompanied by a fare paying adult, at all times whilst on our vessels and the pier/pontoon.

24. Children under 18 are permitted as passengers of Jetstream Tours Ltd but may be subject to proof of age.

25. Children under the height of 1.3m are not permitted aboard our Jetboat. §

26. Due to safety reason Jetstream Tours Ltd do not allow anyone with the following conditions aboard our Jetboat: §

a. Expecting Mothers

b. Back issues

c. Bone issues

d. Angina

e. Heart issues

27. If you or anyone in your group suffers with other medical conditions or disabilities you must advise Jetstream Tours Ltd at time of booking that the passenger(s) are suffering from or have ever suffered from:

b. epilepsy

d. Broken bones.

28. Jetboats operated by Jetstream Tours Ltd are not designed or equipped to take passengers in Wheelchairs. If you intend to travel on our vessel you must have enough helpers to ensure that you are aided safely into the Vessel. Wheelchairs must be left on the Pier/pontoon at your own risk. § 29. Jetstream Tours Ltd will not accept any liability for personal injury, or injury to others and passengers participate entirely at their own risk.

30. Any passenger complaints should be made in writing within fourteen days of the complaint and addressed to Complaints, Jetstream Tours Ltd, Sun Pier House, Medway Street, Chatham ME4 4HF. 31. If the vessel has to return to the pier/pontoon due to passenger illness, anxiety or weather conditions Jetstream Tours Ltd has no obligation to provide passengers with a refund or a replacement tour.

32. Replacements tours are only offered at the total discretion of Jetstream Tours Ltd.

33. Jetstream Tours Ltd reserves the right to replace the advertised vessel in the event of breakdown or unexpected maintenance. In this case other companies may supply you and will therefore be covered by their insurance and terms and conditions.

34. Other than liability for death or personal injury resulting from Jetstream Tours Ltd's negligence, Jetstream Tours Ltd shall not be liable for any loss or damage, distress, inconvenience or anxiety caused during the course of any tour undertaken and/or during evacuation from the vessel in the event of an incident.

35. Jetstream Tours Ltd and/or its employees and/or its agents reserve the right to use photographic

equipment and/or video recordings and/or other monitoring equipment on or in the vicinity of the vessel which may feature passengers for advertising or promotional materials. Ownership of any intellectual property rights to the photographs and/or video recordings vests in Jetstream Tours Ltd absolutely.

36. Jetstream Tours Ltd allows you to take your own photographs and video recordings from a seated position only and Jetstream Tours Ltd accepts no responsibility if any photographic or video recording equipment is lost or damaged during the tour.

37. You should come suitably dressed. Jetstream Tours Ltd accepts no responsibility for damage to clothing through exposure to the elements.

38. Jetstream Tours Ltd reserves the right to refuse access to any person dressed unsatisfactorily, refunds are at the discretion of Jetstream Tours Ltd.

39. We reserve the right to restrict the carriage of any personal belongings on a vessel.

40. Jetstream Tours Ltd accepts no responsibility if any personal belongings are damaged, lost or stolen at any time whilst on the pier/pontoon or vessel.

41. All safety equipment issued to you at the start of your tour, remains the property of Jetstream Tours Ltd and must be returned at the end of the journey. Any items removed from the boarding area will be considered stolen and a charge levied against the lead passenger.

42. Automatic Lifejackets that have been manually inflated by the passenger, other than that in an emergency, will be subject to a charge of £50 for the repacking and re-arming.

43. All tours have a maximum number of passengers and this is subject to the vessels passenger certificate.

44. Jetstream Tours Ltd reserves the right to refuse access to any person who: a. has behaved in a manner which, in the opinion of Jetstream Tours Ltd, has, or is likely to have an effect on the safety or enjoyment of other passengers. b. has used threatening, abusive or insulting words or behaviour to other passengers, other members of the public, or Jetstream Tours Ltd and/or its employees and/or its agents, or in any way behaves in a threatening, abusive or insulting manner. c. is or appears to be or has been under the influence of alcohol or other controlled substances.

45. Failure to adhere to any instruction issued by Jetstream Tours Ltd and/or its employees and/or its agents may lead to the cancellation or postponement of the tour and/or the removal of any passenger failing to adhere to these instructions from the vessel and/or the pier/pontoon.

46. Passengers must be seated at all times during the tour other than when instructed by Jetstream Tours Ltd and/or its employees and/or its agents. §

47. Passengers must wear life jackets at all times during the tour. §

48. All offensive weapons or dangerous articles are strictly prohibited from the vessel and or the pier/pontoon.

49. Passengers may be requested to have their personal belongings searched by Jetstream Tours Ltd.

50. A strict NO SMOKING policy is in force on the pier/pontoon and aboard our Jetboat, Smoking is permitted in outside areas aboard our RiverCruiser.

51. Consumption of food and drink is strictly prohibited whilst aboard our vessel, unless food is sold and supplied by us.

52. Jetstream Tours Ltd requires a mobile contact number for the lead passenger when the booking is made so that we may contact you should the need arise up until you arrive at the pier/pontoon.

°- waived for charters

§- waived for River Cruiser

Charter Order Form

Please complete using black ink and block capitals.
 Send completed form to- bookings@jetstreamtours.com or Unit 12, Innovation Studios, Canal Road, Strood, ME2 4DT.

Full Name:
Company:
Address:
Postcode:
Daytime Contact Number:
Mobile:
Email:

Date of Charter:	
Boarding Pier:	Allighting Pier:
Start Time:	Finish Time:
Additional Stops:	
Number of Persons:	
Reason for Charter:	
Additional Information:	

In signing this form, I confirm that I am over 18 and that I agree and accept Jetstream Tours' T&Cs (ver1.4). I confirm that I am the leader of the party and understand that I am wholly responsible for the Charter and that I have paid a 25% non-refundable deposit.

Signature: _____

Print Name: _____

Date: _____

For Internal Use Only

Vessel Required: _____

Quoted Rate: _____

Balance: _____

Received By: _____