



Charter & Catering Pack 2023



The Fleet

River Cruiser ‘Jacob Marley’

The Jetstream Fleet introduces Jacob Marley; the only passenger vessel on the Tidal Medway that can cater for more than 12 passengers. Our staff have over 15 years’ experience operating functions afloat, catering for parties from 2 to 500 people.



About us

From discos to corporate sightseeing, if you have an event we can put it on the river.

Jacob Marley

Minimum Crew	2
Passengers (max)	96
Parties passenger number max is recommended to be	60
One Toilet (Step in door sill)	
Seating outside	20
Inside	Up to 70



Other Features Fully licensed bar, Open deck, Panoramic Windows, Music Centre, Surround Sound Speakers, Dance floor, TV, Wheelchair accessible.



River Vessel 'Cruiser'



Jetstream Tours is proud to announce the latest and largest addition to the fleet: Cruiser. Cruiser started her life on the water in 1974. She is 24 metre's long with ample space to fit up to a 200 passenger capacity; the biggest tourist boat on the Medway Estuary to date yet. Perfect for private charter events and river cruising. The vessel is equipped with kitchen area, dining area, fully licensed bar, and toilet facilities onboard



Cruiser

Minimum Crew 3
 Passengers (max) 212 (5 crew members)
 Parties passenger number max is recommended to be 200
 Separate Male and Female Toilet cubicles.
 Outside Upper Deck and Main Deck



Products

Cruising areas (Oct-April) Medway, Chatham to Sheerness.
 (April-Oct) Medway, Thames Estuary, and Swale.
 Southend, Whitstable, Montgomery
 Wreck, Redsand Towers.

Pick up points

- Sun Pier (Chatham)
- Chatham Maritime Marina
- Queenborough All Tide Landing
- *Southend* and*
- *Gravesend** *(may incur additional costs)

Routes

Many different routes can be taken on your private charter, however, this is highly dependent on the weather and tide. These factors can restrict certain routes, especially in the winter season.



Existing Products

1. Fish and Chip Supper Cruises

On the Medway Estuary, during the summer, the cruiser runs weekly evening cruises with fish and chips serve, starting around £25 per person. If you would like to charter the vessel for your whole group, the cost per person will be on top of the charter rate.

2. Afternoon Tea

In 2023, we introduced afternoon tea cruises within the Medway for £35 per person. Individual servings packaged;

- Finger sandwich selection
- Homemade sausage rolls
- Scones with clotted cream and jam
- Cakes selection



3. Ashes Scattering Service

£250 for a one-hour trip from pick up points Gravesend, Southend and Queenborough.

Catering is not provided on this service, but if the boat is required for a longer hire with catering, please contact us.

Group Party Booking Services

We do not permit balloons or single use plastic on board, our caterers will provide suitable reusable cutlery.

Tablecloths, napkins and decorations can be arranged for any occasion. 4 weeks prior notice is required.

All costs are based on 25 people minimum.

Catering Menu

Breakfast

Our cruises start early to make the most of the spectacular, oceanic sunrises or follow iconic events such as the Medway Sailing Barge Races. If you are booking a morning charter, enjoy the sunrise by providing your group delicious, nutritious breakfast?



Continental Breakfast

French Pastries such as pain au chocolat, danishes, croissants,
A selection of ham and salami and slice cheese,
Yoghurt with honey and fresh berries,
Baguette, butter & strawberry jam,
Fresh orange juice or Kent apple juice,
Fruit platter
£8.50 per head
(minimum 10 people)



Lunch

Cold Buffets

Our Cold Buffet is ideal for an afternoon reception or a special anniversary dinner. The menu offers a wide range of choices that will appeal to all tastes.



Included:

Ham/beef/chicken platter
Coronation Chicken
Dressed Salmon
Cheese board

Vegetarian quiche
Sausage rolls

Coleslaw
Potato salad
Green salad
Tuna pasta salad
Savoury rice

Dips
Rolls
Crackers

Four items £15 per head
Additional plates £3.95 per head

Finger sandwich selection

Ham and cheese with red onion marmalade
BLT
Prawn Rocket and Mayo
Smoked salmon and Cream Cheese

£5.95 per head

Cheese or Pate Ploughman's platters

A wide selection of fine cheeses from home and the continent served with pickles, chutney and crusty bread and biscuits

£7.50 per head



Fruit/Cake Platter

Fresh fruit and some tempting cakes if required
£5 per head

Basic Lunch Buffet

Selection of standard sandwiches, crisps, artisan sausage rolls, fruit and cake
£8.50 per head

Evening events

Hot buffet



Mains

- Beef or Vegetable Chilli (with Sour Cream and Nachos)
- Green Thai Chicken Curry (with Chunky Vegetable and Rice)
- Homemade Lasagne (with Salad and Garlic Bread)
- Chicken Balti (with Rice and Naan)
- Sausage and Mash (with Red Wine Onion Gravy)

Choose

2 mains (minimum 25 persons)	£12.95 per head
3 mains (minimum 50 persons)	£14.95 per head



Canapes



Canapés are a perfect accompaniment to any event at any time. Whether you are holding a corporate event, social gathering or with welcome drinks at your wedding reception.

Garlic King Prawn & Chorizo skewers
Stuffed Mushrooms
Asparagus wrapped in Serrano Ham
Smoked Salmon and Crème Fraiche Blinis
Cheese, Walnut and Balsamic Crostino
Humus and Cucumber
Mini Beef filled Yorkshire Puddings
Spicy Greek Lamb Filo Tartlets
Shredded Duck on Cucumber with Hou Sin Sauce
Strawberries dipped in Chocolate

4 Canapés for £4 per head
(Minimum order 20 persons)



Terms and Conditions 2023

Please read through our T&Cs and if you wish to request a booking, fill in our Charter Order Form below 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 operates passenger boats and ferry service on the tidal River Thames and Medway.

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 and to these Terms and Conditions. Any group member should contact the lead party member should you have an issue with your booking.

“You” or “Your” refers to the customer.

Terms relating to your Booking

General

- 1) All our prices are in Pounds Sterling and we do not charge VAT or booking fees
- 2) All prices are subject to change without notification.
- 3) 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.
- 4) Children under 18 are permitted as passengers of Jetstream Tours Ltd but may be subject to proof of age.
- 5) All tours have a maximum number of passengers (including infants) and this is subject to the vessel's passenger certificate.
- 6) 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.
- 7) All passengers (including infants) prior to boarding the vessel must have paid for their booking in full, or have a travel voucher.
- 8) Tickets may be available to purchase prior to the start of a tour subject to availability.
- 9) 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.
- 10) Any person (including infants) 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.
- 11) Jetstream Tours Ltd will not accept any liability for personal injury, or injury to others and passengers participate entirely at their own risk.
- 12) You should come suitably dressed. Jetstream Tours Ltd accepts no responsibility for damage to clothing through exposure to the elements.
- 13) Jetstream Tours Ltd reserves the right to refuse access to any person dressed unsatisfactorily, refunds are at the discretion of Jetstream Tours Ltd.

Prohibitions



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

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

16) Smoking is permitted in outside areas aboard our passenger vessels.

17) 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.

d. has no valid ticket

No refund will be valid for those tickets refused at the time of boarding.

18) 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.

Food and Drink

19) Consumption of Alcoholic drinks is strictly prohibited whilst aboard our vessel unless sold and supplied by Jetstream Tours.

20) Own catering is permitted onboard our Charter vessels.

21) Food is not permitted to be eaten on the Gravesend-Tilbury Ferry.

Infants

22) Infants must have a valid ticket to travel on board in order that safety equipment and emergency procedures can accommodate all passengers.

23) In the event of attempting to bring an infant on board without a ticket within the booking, you will not be permitted to board and your ticket will be cancelled without refund.

Pets

24) Pets may travel on our Passenger's vessels on certain Tours only but sadly are not permitted on any tour to or from Southend Pier. This unfortunately also includes guide dogs.

25) In the event of attempting to bring a pet to attend on a prohibited tour then you will not be permitted to board, and your ticket will be cancelled without refund.

Tour alterations, delays and disruptions

26) Replacement tours are only offered at the total discretion of Jetstream Tours Ltd.

27) 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 you be covered by their insurance and terms and conditions.



28) 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.

29) 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.

30) Jetstream Tours Ltd reserves the right to alter your booking point, time or date should the minimum passenger numbers not be reached thirty minutes before departure.

31) Weather plays an important safety factor in all our tours and may be subject to cancellation or delays to bookings.

32) Bookings are available for an individual ticket, a group or for a whole vessel.

33) Exclusive charter bookings can only be made by persons aged 18 and over.

34) You must arrive fifteen minutes prior to the scheduled departure time.

37) If you fail to arrive fifteen minutes before the scheduled departure time, this may result in the cancellation of your booking.

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

39) 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.

Cancellations and Refunds Policy

40) Jetstream Tours Ltd reserve the right to alter your booking time or day of your departure should weather deteriorate and/or be deemed unsuitable for safe passage. In this event, Jetstream Tours reserves the right to issue a gift voucher valid for 1 year or an alternative tour.

41) 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.

42) 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.

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

44) 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.

45) Jetstream Tours Ltd will only refund the cost of any cancelled booking if another tour cannot not be offered, this remains the discretion of Jetstream Tours Ltd, and the cancellation has been made by Jetstream Tours Ltd not you.

42) Purchases made more than 120 days prior and Gift Vouchers are non-refundable.

43) Private hire deposits are non-refundable but may be transferred to a later date, subject to availability and the discretion of Jetstream Tours limited.



Photography

44) 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.

45) Jetstream Tours Ltd allows you to take your own photographs and video recordings and Jetstream Tours Ltd accepts no responsibility if any photographic or video recording equipment is lost or damaged during the tour.

46) There shall be no commercial photography or filming onboard unless you obtain and hold the expressed permission of Jetstream Tours and the relevant filming/photography licences of the landowner/port authority.

Safety onboard

47) Jetstream Tours Ltd and/or its employees and/or its agents reserve the right to use CCTV equipment and/or other monitoring equipment on or in the vicinity of the vessel which may feature passengers for safety and security purposes. This is stored securely in line with data protection and ICO requirements.

48) Jetstream Tours operates our vessels in accordance with the regulations of the UK Maritime Coastguard Agency. Our vessels are surveyed annually, both in the water and out of the water and safety equipment is checked and replaced regularly.

49) The captain of the vessel shall retain overriding authority and responsibility to make decisions with respect to safety and pollution prevention and to request the company's assistance as may be necessary.

50) 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.

51) Any 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.

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

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

54) 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 the evacuation from the vessel in the event of an incident.

Complaints

55) Any passenger complaints should be made in writing within fourteen days of the complaint and addressed to Complaints, Jetstream Tours Ltd, Unit 12 Innovation Studios, Canal Road, Strood, Kent, ME2 4DT.



Charter Order Form



PLEASE USE BLACK INK AND BLOCK CAPITALS.

Written confirmation will be sent to you upon receipt of this document and deposit.

Full Name:	Date of Charter:/...../20....
Company:	Boarding Pier: Alighting Pier:
Address:	Start Time: Finish Time:
Postcode:	Additional Stops:
Daytime Number:	Additional Information:
Mobile:	Number of Persons:
Fax Number:	Reason For charter
email:	Food Choice:

In signing this form I confirm that I am over 18 and that I agree and accept Jetstream Tours' Terms and conditions (ver 1.3). 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:	
Please tick vessel required:	
Jacob Marley <input type="checkbox"/>	Cruiser <input type="checkbox"/>
Quoted Rate:	_____
Deposit paid:	_____
Balance:	_____
Received by:	

A non refundable deposit equal to 25% of the hire rate is required when booking.

Your balance is due 14 days from invoice or your charter will be cancelled.

Thankyou for booking your charter with Jetstream Tours.

Your Invoice will follow shortly.
 For all requests please email bookings@jetstreamtours.com