

The Royal Parks

Boating in Hyde Park and The Regent's Park

Booking Conditions

1 General

- 1.1 Every booking is subject to these booking conditions. Failure to comply with these booking conditions may result in refusal of entry or a requirement to leave the boating premises and sites in Hyde Park and The Regent's Park. Please ensure that you and any of your guests have read and understand these booking conditions.

2 Booking and payment

- 2.1 A booking can be made on the day at the boating ticket sales counter in Hyde Park and The Regent's Park. Advanced online bookings will be available soon.
- 2.2 A payment can only be made using a debit card, credit card or contactless payment. We accept Visa, Mastercard, Maestro, Apple Pay, Google Pay and Samsung Pay.
- 2.3 All members of the booking party must have a ticket booked, even those that are non-chargeable which include children under the age of 3 years and a carer accompanying a vulnerable person that requires 1:1 support.
- 2.4 Tickets are only valid for the activity booked. Tickets do not include access to any other services or special events.
- 2.5 Tickets are only valid for the day, time and location specified when booking

3 Tickets and session times

- 3.1 The following ticket types are available:

Ticket type	Session time
60 Minutes Boat Hire	60 minutes session during the time and date shown on your ticket

30 Minutes Boat Hire	30 minutes session during the time and date shown on your ticket
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3.2 The following ticket prices and ticket criteria apply:

Ticket type	Ticket user	Ticket Price	Ticket Criteria
60 Minutes Boat Hire	Adult	£11.25	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below). Every boat must include a responsible adult over the age of 18
60 Minutes Boat Hire	Child (3 and above)	£5.50	3 to 15 years old. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules
60 Minutes Boat Hire	Child (aged 1 -2)	Free	1 to 2 years old. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules. No children under the age of 12 months permitted
60 Minutes Boat Hire	Family	£30.00	2 adults and up to 3 children. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules. No children under the age of 12 months permitted
60 Minutes Boat Hire	Carer	Free	When accompanying a vulnerable person that requires 1:1 support
60 Minutes Boat Hire	Concessions	£9.00	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID.
30 Minutes Boat Hire	Adult	£9.25	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below).

			Every boat must include a responsible adult over the age of 18
30 Minutes Boat Hire	Child (3 and above)	£4.25	3 to 15 years old. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules
30 Minutes Boat Hire	Child (aged 1 – 2)	Free	1 to 2 years old. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules. No children under the age of 12 months permitted
30 Minutes Boat Hire	Family	£25.00	2 adults and up to 3 children. Every boat must include a responsible adult over the age of 18. Please see Health and Safety information and rules. No children under the age of 12 months permitted
30 Minutes Boat Hire	Carer	Free	When accompanying a vulnerable person that requires 1:1 support
30 Minutes Boat Hire	Concessions	£7.50	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID

4 Conditions of use

- 4.1 If these conditions of use are not adhered to, we reserve the right to refuse entry to any of our services.
- 4.2 Customers must ensure they return the boat to the boarding point by the end time of their booked session.
- 4.3 Children and young persons under the age of 17 years old will not be permitted access unless accompanied by an adult who 18 is years old or above. Every boat must include a responsible adult over the age of 18 years.
- 4.4 No children under the age of 12 months are permitted.

- 4.5 All children under the age of 12 years old must wear a buoyancy aid. Buoyancy aids are available to use free of charge.
- 4.6 Adults and children over the age of 12 years may wear a buoyancy aid if preferred. Buoyancy aids are available to use free of charge.
- 4.7 There is a maximum of capacity of 4 adults per boat at any time.
- 4.8 There is a minimum capacity of 2 persons per boat for bookings of 2 or more people at any time.
- 4.9 Alcohol is not permitted on the jetty or the boats. Anyone who appears to be under the influence of alcohol or drugs will not be permitted access.
- 4.10 Smoking or vaping is not permitted on the jetty or in the boats at any time.
- 4.11 Customer must only board and disembark the boats at the jetty.
- 4.12 Customers must not trespass on the islands within the lake.
- 4.13 Customers should keep their belongings with them. The Royal Parks cannot be held liable for loss of any valuables or other personal property left at the premises.
- 4.14 Customers must not stand in the boat or and must not rock the boat at any time.
- 4.15 No dogs or pets are allowed in the boats (except for assistance dogs).
- 4.16 No food may be consumed in the boats.
- 4.17 Customers must not feed or disturb the wildlife.
- 4.18 No swimming and no fishing permitted at any time.
- 4.19 Customers must not leave any litter in the boats and should leave no trace.

- 4.20 Any customer found to be misusing a boat will be ordered to return to land.
- 4.21 No personal belongings should be left behind at boarding areas.
- 4.22 Any personal belongings taken on board any boat is at the owner's risk.
- 4.23 There are no customer toilet facilities available at the Serpentine Boathouse in Hyde Park or Boating Kiosk in The Regent's Park. Customers should use the nearest public toilets available in each park.
- 4.24 Customers must remain within the designated boating areas within each lake.
- 4.25 Customers must follow the directions given by lifeguards and staff at all times.
- 4.26 Photography or video recording is not permitted.

5 Other

- 5.1 From time to time, The Royal Parks may have photographers present for marketing purposes. Customers will be made aware of this on the appropriate day. This is not compulsory.