



# Winter Moorings 2018/19

## Frequently Asked Questions (FAQs)

September 2018

### **Buying a winter mooring**

#### **Who can buy a winter mooring?**

Both boaters with a home mooring and continuous cruisers will be able to take up a winter mooring. However boaters who are not meeting their licence requirements may not be eligible.

#### **What options do I have?**

All winter moorings will be charged at a 'per metre, per month' rate this year. There are five tiers based on each site's relative popularity and attractiveness, for example location and facilities, and to ensure we stay in line with the pricing of both private operators and our own long-term mooring sites. The price bands are as follows

**Band 0 - £18 per meter/per month** - as band one, but the highest demand winter mooring sites which sold out within one day in 2017/18.

**Band 1 - £16 per meter/per month** – a visitor mooring site with mooring rings or bollards, in/within walking distance of a popular village/town/location with local amenities. There are good facilities at or nearby (which can include most of the following; water, elsan, pumpout and rubbish facilities) and good public transport links (for example the site is close to a station/public transport routes or, in London, is in travel zone 1-4).

**Band 2- £13.90 per metre/per month** – a visitor mooring site with mooring rings or bollards, in/within walking distance of a popular village/town/location with local amenities. This site has good facilities (which can include some of the following; water, elsan, pumpout and rubbish facilities).

**Band 3 - £10.30 per metre/per month** – this could be a visitor mooring or towpath site with a few facilities on site or within a short cruise. The site is likely to be quite close to a village or town.

**Band 4 - £6.70 per metre/per month** – a quieter towpath location, which doesn't have any facilities on site.

### **How do I know if I'm eligible for a winter mooring?**

If you are meeting the terms of your licence and are not in our restricted licence process, you will be eligible for a winter mooring.

Generally, if you are not complying with your licence terms and conditions you will not be eligible for a winter mooring.

If you are a boater without a home mooring and we have been in touch with you over concerns about your movement:

1. If you have received a ["mid-point review" letter](#) (a warning letter received after 6 months of the licence period when a boat is not moving enough) you will not be eligible for a winter mooring unless we are satisfied that your boat's range of movement has improved sufficiently since that letter was sent;
2. If you have been issued with a 6 month restricted licence you will not generally be eligible for a winter mooring. The only exception will be if you are reaching the end of your restriction, and we are satisfied that your boat's range of movement has improved sufficiently to return you to a 12 month licence.

We reserve the right to depart from these general criteria in exceptional circumstances.

If you are concerned about your movement patterns for any reason please get in touch with [your local licence support officer](#).

### **How do I buy a winter mooring?**

You can use our web licensing site providing you are eligible for a winter mooring. Log in, see whether there are spaces at the site you want and then pay, all in one process. You will need to be a registered user on our licensing website: [click here to register or sign in if you are already registered](#). If you're a current licence-holder, make sure you select an option to register under 'I am an existing Canal & River Trust customer'. Then you need to select the site and months you require the winter mooring permit for. Once you have completed your booking you will receive email confirmation and be able to print your confirmation immediately.

### **Can I reserve a specific winter mooring before they go on sale?**

No. The winter mooring permits are sold on a first come, first served basis, we cannot reserve or guarantee you'll get a winter mooring at any specific location. If you are keen to buy a winter mooring at a specific location we would advise that you try and buy your permits as soon as they go on sale on 3 October at 6am. Please make sure you are registered and able to sign in before the moorings go on sale. The list of sites will be available to view on the online booking system (but not buy) from the start of September, this will give you a chance to familiarise yourself with the system before sales start on 3 October.

### **Can I book different winter moorings, for example one month in one location, then two months elsewhere?**

Yes, providing you are eligible, you can buy whatever combination of available winter moorings that suit you. However, you must ensure that you are able to move your boat between the different locations, and you can only buy winter moorings for your own boat and your own use.

### **I am renting the boat – can I apply for a winter mooring?**

First of all, please note that the boat owner must have a [business licence](#) or a [static letting licence](#) to rent out the boat. This is partly for your own security as it ensures the boat meets certain safety requirements and that you receive essential warnings and information about living on a boat. It is the licence-holder who needs to apply for a winter mooring.

### **Can I buy a winter mooring for someone else?**

No, you can only buy a winter mooring for yourself because your personal details and boat details will be on the booking confirmation, and it is you who has to accept the Terms and Conditions. The Canal & River Trust licence for the boat must also be in your name, and only you are allowed to occupy the mooring with your boat.

### **Can I buy a winter mooring if I am currently bidding on a Canal & River Trust auctioned long-term mooring vacancy?**

It is possible to buy a winter mooring whilst bidding on a long-term mooring auction. However you must be aware that buying a winter mooring will not cancel any current bids you have running on an auctioned vacancy. Default charges apply if you win a mooring auction and fail to complete the application process for it. The auctioned vacancy default charge will be sent to you and we reserve the right to bar your account on our website whilst fees remain unpaid. If you decide to take up the long-term mooring that you win, you will be entitled to a refund on your winter mooring, subject to the admin fee.

### **Can I get a quote for a winter mooring so that I can apply for housing benefit?**

If you need information from us to enable you to apply for housing benefit to cover the cost of a winter mooring please contact [Boat\\_licensing\\_Team@canalrivertrust.org.uk](mailto:Boat_licensing_Team@canalrivertrust.org.uk) . Please note the person requesting the quote for housing benefit MUST also be the licence holder. Please remember applying for housing benefit can only be done by you and can take some time for local councils to process. We cannot reserve a winter moorings, they are sold on a first come, first served basis so please plan well ahead if you are applying for housing benefit for your winter mooring.

### **What are the payment options?**

There are two options that depend on the duration of the winter mooring you buy:

1. Credit card or debit card for all time periods (1, 2, 3, 4 and 4.5 months). A 10% prompt payment discount will be applied if you book and pay in full before the start date of the period of your winter mooring permit.
2. Direct debit is also available for three, four and four and a half month winter moorings only. Your payments will be split into equal monthly amounts, your first one being due on the first available date. You can select your payment date from the 1st, 8th, 16th and 24th of the month. Please see below for important information about this.

#### Direct Debit – further information

We will aim to contact you by phone within 5 working days if there is a problem with the direct debit. If we are unable to reach you within 7 working days from when we are advised there has been an issue, we will cancel the winter mooring.

The actual number of monthly direct debit instalments will depend on when the direct debit is set up. The winter mooring fee must be paid in full before the period you have booked expires.

We will collect the direct debit payment on the nominated date. If we are unable to collect a payment because of insufficient funds in your account, a further attempt will be made to collect it after 10 working days. If it is not possible to collect the money on this second attempt or if you cancel your direct debit mandate instruction, we will contact you and ask for payment by other means. If we do not receive the amount due we may terminate your winter mooring and you must remove your boat from the mooring immediately. We may also take legal action to recover any money owing. Because of the cost of dealing with direct debit defaults, we reserve the right to charge a handling fee of £30 if we have to make several attempts to collect the sum due.

**Can I cancel my winter mooring after I've purchased it but before it begins?**

You have the right to cancel the winter mooring agreement without giving any reason at any time up to and including the date that is 14 days from the contract start date (the date you purchased your winter mooring permit). After the 14 day cancellation period, your rights to cancel the winter mooring permit agreement in accordance with this condition will expire and the contract can be terminated as set out below.

**Are winter moorings refundable?**

Yes if you give us one calendar months' notice you may apply for a refund for full, unused months of the winter mooring period you've booked. A £30 admin charge will apply. To apply for a refund please contact the customer service team who will take your details and pass these on to be processed.

Refunds **will not** be given if you are unable to moor at your winter mooring because of delays or restrictions caused by planned stoppages. Please refer to our [winter stoppages programme](#) to plan your journey to your winter mooring.

**If I purchase a winter mooring at one location and then change my mind and want to switch it to another winter mooring location, can I do that?**

We can't automatically switch one location for another, however if there is availability at the alternative location you want, you can purchase a winter mooring there and get a refund on the first location providing you do this at least one month before the start of winter mooring permit.

**Miscellaneous**

**How long are winter mooring vacancies being advertised for?**

The winter mooring vacancies will be available to view on the licensing website from September 2018 and will be available to purchase from Monday 1 October 2018 until March 2019.

**I am a roving trader. If I buy a winter mooring permit can I trade from that location?**

If you have a business boat licence as a roving trader, you must not trade at any given Winter Mooring Site for a total period of more than 28 days during the Winter Mooring Period of four and a half months starting on 1 November 2018 and ending on 16 March 2019, unless you have planning consent and our written consent. You must keep a log of where and when you are trading. We may ask to see your log at any time.

### **How will I know where my mooring is on the winter mooring site?**

On selected visitor moorings designated as winter moorings: Approximately 50% of the visitor mooring site is allocated to winter moorings so that those boaters who prefer to cruise throughout the winter are still able to use the mooring. For this reason the winter mooring section of the mooring site will be at the end of the mooring site furthest from the available facilities or main access point. We will endeavour to sign where all the winter moorings start and end, but if for any reason there are no signs indicating where the winter mooring space is on the site we would ask that you moor as far from the facilities as possible. It is advisable to have mooring pins with you in case you need them.

On winter moorings designated on towpath sites (i.e. not on visitor moorings): Where possible, these sites will have signs indicating the winter mooring site. We are also in the process of creating a map for each site which will show you exactly where the mooring site is. These will be available on this page from mid-September. It is advisable to have mooring pins with you in case you need them.

### **Will I still be able to moor at visitor moorings this winter?**

Yes. Where a winter mooring is part of a visitor mooring site, approximately 50% of the site will be winter moorings and the other half of the site will still be available throughout the winter period for visitors to moor for the advertised stay time.

As per our [short term mooring framework](#), most visitor moorings will revert to 14-day stay times between 1 November 2018 and 31 March 2019, unless there is a clear safety or customer need to provide otherwise (exceptions will be clearly signed on site).

### **I don't have a winter mooring. Will I be able to moor at a winter mooring site if there is space?**

If there is available space at a winter mooring site, visitors may use the mooring. While our winter mooring signage reads that sites are 'permit holder priority', we are taking a flexible approach and will allow visitors to moor there for the standard time period if there are spaces on the sites. If a permit-holder arrives at the site, they will have priority, and those not in possession of a winter mooring permit must be prepared to move off the site right away.

### **What happens at the end of the winter mooring period? Can I stay on at the berth I have booked up to the time limit for the mooring? And can I arrive early?**

No, your winter mooring is only valid for the dates outlined on your documents; you may not arrive early and must move as soon as the time period has expired. For any period that your boat may be at the winter mooring site without our permission (which would be the case prior to the mooring start date, or after the mooring end date) you may be charged overstay charge of £25 per day. Full details are set out in the terms and conditions.

### **What happens if stoppages prevent me from reaching the winter mooring?**

It is your responsibility to check the Canal & River Trust's national [stoppage programme](#), to ensure that you can reach the site before buying your winter mooring. Refunds **will not** be given if you are unable to moor at your winter mooring because of delays or restrictions caused by planned stoppages.

### **What happens if there is a fishing match where I am moored?**

If your mooring is in a location used for match fishing by the local angling club, you must be prepared to move temporarily to facilitate match pegging at the request of the club. Reasonable notice will be given by club officials; in most cases this will be 14 days.

**Do widebeam boats have to pay double for a winter mooring?**

This year, all boats will pay a 'per metre (length), per month' price for their winter mooring permit. This will be the same whether the boat is a widebeam or not.

**Can boats double moor at winter mooring sites?**

All winter moorings this year are sold on the basis of single line mooring (i.e. the length for sale is the linear length of the site). You may not permit others to moor alongside your boat at a winter mooring.

**Can I let someone else use the winter mooring or rent or transfer it to them, or give or sell them the spot?**

No. The Winter Mooring Agreement Terms & Conditions say that the mooring is personal to you and you may not assign it to anyone else. If you decide to sell your boat you must give us notice, surrender the mooring and move your boat from the winter mooring site.

**Will boats that have purchased winter moorings need to display a paper permit on their boat?**

No. The Trust knows from the index number on each boat who has purchased winter mooring permits. If boats that have not purchased permits overstay on winter moorings and stay beyond the permitted mooring time they will be contacted by the Trust's licence support staff. If you buy a winter mooring and want to display a printed off version of your winter mooring confirmation you can display this if you wish, but it is not required providing your boat index numbers are clearly visible.

**Full winter moorings terms and conditions [are available on our winter mooring website page.](#)**