



ANDERTON BOAT LIFT REOPENING – FAQs

Thank you for your patience during these unprecedented times. Our priority continues to be supporting the national effort to keep our boating customers, staff and local waterway users safe so that everyone who visits, works, or lives on or around our network, can safely enjoy being by the water.

The lift will be open from Monday 6th July for pre-booked passages only, and the following document may be of assistance to you.
Please revisit this page prior to your passage to check for any updates.

Why did you decide to open the lift on the 6th July and not earlier?

We continue to follow the government’s advice and are taking the appropriate action so that everyone who travels through the lift, works on it or lives in or around the area can safely be by the water.

Anderton Lift, like much of the network’s infrastructure has not been used for a couple of months and we have done all the safety checks and risk assessments for the whole site to enable our lift operators to safely access the welfare facilities and the control room with all the COVID 19 measures in place.

The Trust’s general approach to Risk Assessment can be viewed by following this link:
<https://canalrivertrust.org.uk/enjoy-the-waterways/safety-on-our-waterways/coronavirus/coronavirus-risk-assessment-materials>

Lift Passage Schedule - August 2020

During this unprecedented period of restrictions due to Covid-19 we will be operating a reduced passage schedule.

The lift will only operate on Monday, Wednesday, Friday, Saturday and Sunday, and passage will be bookable 48hours in advance for passage times between the hours of 10:00 and 13:00 Monday, Wednesday, Friday and 10:00 and 16:00 Saturday, Sunday.

Passage times

Monday, Wednesday, Friday

10:00	↑	2x private passage – Weaver to T&M,
10:45	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
11:30	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
12:15	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
13:00	↓	2x private passage T&M to Weaver

Saturday, Sunday

10:00	↑	2x private passage – Weaver to T&M,
10:45	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
11:30	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
12:15	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
13:45	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
14:30	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
15:15	↑ ↓	2x private passage – Weaver to T&M, 2x private passage T&M to Weaver
16:00	↓	2x private passage T&M to Weaver

We will review the operating procedures each week and hope to extend the operating times once the new procedures are established. Please refer to our website and booking page for more details.



How do I book private passage through the lift?

All bookings must be made at least 48hours in advance of the intended passage date.

Please follow the link below to access the booking process and input your details.
<https://licensing.canalrivertrust.org.uk/PassageBooking> or by calling 03030 404040

When can I book private passage through the lift?

Online booking will be available from Friday 26 June. Please follow the link above to book, or call 03030 404040.

A link to boaters' information for your reference and safety is attached below:

<https://canalrivertrust.org.uk/media/original/39870-anderton-boat-lift-boaters-info-pack-2019.pdf?v=059ca2>

Why is the booking office at Anderton not open?

Reopening the navigation continues to be a priority in our phased return to operation. The visitor centre is not open at this time and your passage will be handled by the lift operators in the control room. Please keep visiting our website for updates on the office and visitor centre.

When I book, why is there a ½ hr window that I need to be on site prior to my passage time and is there a reason why I can't go on the lift when there is an obvious space?

The window gives our staff an opportunity to visually check the boat for any potential issues, and more importantly, allows time for the safety briefing to be delivered and to answer any questions that might arise.

It is important that all boats travelling through the lift have the correct license, Boat Safety Certificate and valid insurance, and these will be checked during the booking sequence, hence all boats need to be booking through the system 48hours in advance.

How is the booking system different from before?

Since the Visitor Centre and Booking Office are currently closed, booking will be only possible online or by calling 03030 404040 until further notice.

Online bookings can be made here:

<https://licensing.canalrivertrust.org.uk/PassageBooking>

When will the visitor centre open?

Please keep visiting our website for updates on the office and visitor centre.

Why is there a charge for 'no shows' who have booked the lift?

Although we do not envisage this problem in the near future, it is important we stick to the booked time slots to ensure you have received your advanced safety briefing and our operations are all in line with Covid 19 measures.

Failing to turn up reduces the number of boats which can pass through the lift on the day, and also has an adverse impact on the efficiency of our limited operational staff.

Why is there a reduced service of the lift?

Due to the COVID 19 measures, we have a reduced team of qualified lift operators and we need to plan a safe service and rota around the operational hours available.



When will boat and river trips resume?

Although we can't wait to be able to welcome more visitors back on to our boat trips, we are currently unable to confirm a date. Please keep visiting our website for updates.

How are your colleagues being made safe during this time?

The few members of staff that are on site have all received the general COVID 19 training, as well as specific COVID 19 training for lift operations and social distancing measures to access welfare facilities. This has impacted on the lift operation and we are very grateful for your patience in helping to keep everyone safe at this difficult time.

Will the lift always have reduced hours compared to previous years?

This will be monitored in line with the government guidance and will be communicated accordingly.

We will review the operating procedures each week and hope to extend the operating times once the new procedures are established. Please refer to our website and booking page for more details.

Are the grounds open?

The grounds and visitor centre remain closed to the public for now, but we can't wait to welcome back the rest of the Anderton Team, our volunteers and our visitors. We miss them all. Please keep visiting our website for updates.

Thank you

We really want you to enjoy your experience through the lift, but please continue to follow the government's advice on social distancing at all times.

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing>

Please continue to keep your distance from other people and moored boats, where people may be living aboard and could be self-isolating or shielding.

For further information on our response to coronavirus, please visit

<https://canalrivertrust.org.uk/enjoy-the-waterways/safety-on-our-waterways/coronavirus>

5 August 2020