

Golden rules

1. Pass Moored Craft Slowly.

Travelling at speed can pull mooring pins out of the ground, knock things off shelves and even cause small children to fall over. If you're travelling at anything more than walking pace, you are probably going too fast.

2. Don't drink and drive.

It's that simple. Anyone who is going to be steering the boat, mooring up or operating locks must stay sober. Canals are not risk-free and the risks increase greatly when people consume alcohol.

3. Keep the noise down.

If you want to play music or sit up late chatting, then moor up well away from everyone else so that you don't disturb other people. If you are moored up near other boats or houses, keep all noise, including running the generator, to an absolute minimum.

4. Behave safely on your boat.

For example to get from one end of the boat to the other, always go inside the boat. Never run on the roof or walk along the sides.

5. Avoid collisions.

Always slow down for bends, bridges and tunnels. Always pass to the right hand side of oncoming craft. If you are heading for another boat, correct your course, put the boat into reverse to avoid an impact and then correct your course again as you move forward.

6. Use locks carefully

Take your time – and keep an eye out for problems. Enter and leave slowly so bumps are less likely to cause damage. Always have a competent person on board while the boat's in the lock. Keep your boat well away from the gates and cill (look for the marker on the stonework at the lock). Boats tend to bang about when water flows in and out of a lock – stay alert. Please read the full advice on using locks in the Boaters Handbook (link on front of this leaflet).

7. Be considerate.

Most members of the canal community are offended by shouting, swearing, and loud music. There is no place for these on the canal. Always keep your rubbish on the boat until it can be disposed of properly.

8. Don't disturb others.

Between 8pm and 8am don't use any electricity generator, including the Boat's engine, at any mooring along the Waterway unless you are moored in isolation, out of earshot of other people.

How to contact the Canal & River Trust

If you're involved in an incident or near miss or see behaviour that you feel should be reported, let us know so we can build a better picture of what takes place on the canal.

You can report incidents to the Trust online at <http://canalrivertrust.org.uk/contact-us/visitor-incidents>

You can also text message details to 01908 302502.

If you would like to discuss any boating incidents on the canal you can contact Matthew Symonds, Boater Liaison Manager (south) phone 07825 22795 or by email matthew.symonds@canalrivertrust.org.uk

Useful contact numbers:

Canal & River Trust Customer Service: (8am – 6pm):
0303 040 4040

Canal & River Trust Out of Hours Emergencies: 0800 47 999 47
(Please note this number is for engineering failure, flooding and serious pollution incidents – not behavioural issues)

Incidents of bad behavior on the canal are rare but if you experience a problem here are some useful contacts.

Reporting an incident to the Police

Although the police may not be able to respond immediately to your concerns it is important to contact them as they target their resources to address need; if they don't have reports of incidents they are unlikely to be able to target resources to address them.

If you are involved in an incident where serious distress, harm, harassment, threats, theft or criminal damage occurs you should call 101 or, if it's an emergency, 999.

Non urgent crimes/incidents can also be reported online:

Thames Valley: <http://www.thamesvalley.police.uk/reptcr/>

Wiltshire: <https://external.wiltshire.police.uk/minorcrime/>

Reporting an incident to the local authority

Some incidents related to the environment, such as noise or air pollution or anti-social behavior (ASB), need to be reported to the local authority. It's important that you provide as much detail as possible when your report an incident (see below).

Wiltshire Council ASB team: 01225 716610

West Berkshire Safer Communities Team: 01635 42400

Reading ASB team: 0118 937 3737

West Berkshire environmental health services: 01635 519192

Wiltshire Council environmental services, office hours: 01225 713000

Emergency out of office hours: 0300 456 0100

Reading environmental protection team: 0118 937 3787

When reporting incidents make sure that you provide the following:

- Date and time of incident
- Location of the incident
- Details of the incident
- Details of anyone involved (for example the boat name and number)



Canal &
River Trust



Considerate Boating

on the Kennet & Avon Canal (east)

The Kennet & Avon Canal is a largely rural and tranquil waterway. It is home to many people; some live in houses close to the canal and some live on boats. There are also many boaters, some of whom use the canal regularly and some who come just for a holiday. In addition hundreds of people use the towpath for cycling, walking and family picnics. All of these groups need to get along and share the space in a considerate and respectful way. Most people are very friendly and will be happy to offer helpful advice if you ask. We want you to enjoy the canal and ask that you observe the 'Golden Rules' set out in this leaflet so that the canal is a safe and pleasant environment for everyone.

Contacting hire boat operators on the Kennet & Avon canal.

There are a number of hire boat operators on the canal. If you need to contact one of them you can find contact detail using the search box on the Canal & River Trust boat holidays webpage:

<http://canalrivertrust.org.uk/boating/boat-trips-and-holidays>

Are you a first time boater?

Before going boating for the first time, please read our Boaters Handbook or watch our useful short film online at :

<http://canalrivertrust.org.uk/boating/navigating-the-waterways/boaters-handbook>