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Please Don't Smoke Inside the Boat

### Welcome to your Barnes Brinkcraft Boating Holiday

We hope that you had a good journey and are now ready to set off for a memorable holiday afloat?

You will have had your Trial Run and will appreciate how easy it is to handle. However, it is possible that after a long journey you may have missed some points that were made during your tour of the boat and Trial Run.

To help you, we have prepared this manual which should enable you to have a trouble-free holiday.

Should a problem arise during your holiday please refer to this manual first. If you can't find the answer, then please do not hesitate to telephone 01603 782625.

We hope that you will have such a pleasant and relaxing holiday that you will be reluctant to return home, but please remember that another party will be taking over the boat after you and that you should vacate by 9am on your day of departure.

A charge will be made if the boat is returned late or dirty

The boatyard has general waste and mixed recycling bins for all of your rubbish to be disposed of at the end of your holiday. These are located just behind Reception.

On behalf of us all at Barnes Brinkcraft, we hope you have a great holiday & look forward to welcoming you back in the future.

**IF RETURNING ON A SUNDAY PLEASE MAKE SURE YOU HAVE ARRANGED ACCESS TO YOUR CAR, AS THE BOATYARD IS NOT MANNED.**



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### **Contact Us**

The telephone number of your boatyard is: **01603 782625**

Office hours: Mon.-Sat. 8am to 5pm

Please do not hesitate to call us between those hours for any advice or assistance.

Choose option 3 if you have a mechanical problem, and you will be transferred to an engineer.

Choose option 2 if you feel you need a little extra guidance and advice. We are here to help you enjoy your holiday.

### **EMERGENCY ASSISTANCE OR ADVICE**

If you have any real problems or an emergency when the office isn't open please contact one of our standby staff for advice or assistance by telephoning:

**01603 782625 and press 'option 1' 'to speak to an engineer'.**

Emergencies are usually considered to be one of the following:

**No electrics - Gas leak - Boat sinking.**

If you are the least bit suspicious of a gas leak please turn off all gas immediately and ring one of the emergency numbers. Always ensure that sufficient windows are open to give proper ventilation.

### **Social Media or Email**

Please note, we don't monitor social media all the time, and may not get to emails immediately so please do contact us by telephone for speedy assistance



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## Top Tips

Below are a few reminders and tips to help you during your holiday.

### **Water.**

We recommend you top up with water, every day so you don't run out.

If you haven't got running water, please check to make sure the water switch is on. You can find the switch on the dashboard or control panel.

### **Sewage Pump Outs.**

We recommend getting your tank emptied every third day. You can do this at any Hoseasons boatyard. (this is a chargeable service). or FOC at Barnes Brinkcraft.



**Bridges.** Before attempting to go through a bridge, please check it will fit. The height of your boat is in the front of your manual).

You can see the water clearance height on the side of the bridge. Look for a blackboard similar to the photo shown

You may need to lower the canopy/windcreens before you attempt to go under the bridge.

Heights of Bridges can also be found in the Broadcaster Magazine.

When going through Potter Heigham you **MUST** use the bridge pilot, there is a small charge for this service.

If you want to go through Wroxham Bridge please call in at the boatyard and one of the crew will take you through.



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### **Great Yarmouth (Breydon).**

When crossing Breydon you must go across at low tide or an hour either side. Please read the instructions in this manual before crossing Breydon water for the first time. Tides at Gt Yarmouth are strong

Tide tables are in the Broadcaster Magazine. Great Yarmouth Yacht station will be happy to provide more information 01493 842794

### **Screen covers and night curtains.**

If your boat has outside curtains, they will be stored in a cupboard or in the outside locker.

The internal night curtains are usually found in a drawer in the saloon area or in a wardrobe. (please look in all drawers and wardrobes as they may have been moved ;-)

### **Speed.**

Please keep to the correct speed limits, a moderate walking pace equals this. If there is too much of a wash you are going too fast.

### **Engine.**

We recommend that you run the engine for at least four hours per day to top up your batteries. This ensures you have power to run lights, hot water etc.

Each boat has a temperature gauge. If the gauge rises above 90c, or the alarm sounds please contact the boatyard for advice.

### **Propellers.**

If your propeller gets fouled, we will get a towboat to take you to the nearest boat lift. Where we will be able to remove the obstruction

Please bear in mind that this could take a considerable amount of time.

With this in mind. please make sure your ropes are curled neatly on the deck. If they trail into the water they can become wrapped around the propeller.

If your propeller does become fouled please contact the boatyard on 01603 782625.



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## Useful Telephone Numbers

### Doctors/ Hospitals etc.

Emergencies - fire, police, ambulance, coastguard	999 or	112
Doctors -Hoveton and Wroxham medical centre Stalham Road, Hoveton	01603 782155	
James Paget University Hospital (Gorleston/Gt Yarmouth)	01493 452452	
Norwich and Norwich University Hospital (Norwich)	01603 286286	
NHS 111 - Non Emergency		111
Police - Non Emergency		101
Broads Beat	0845 4564567	

### Yacht Stations and Broads Authority etc.

Beccles yacht station	01502 712225	
Norwich Broads Authority Yacht Station	01603 612980	
Oulton Broad Yacht Station	01502 574946	
Great Yarmouth Broads Authority Yacht Station	01493 842794	
Broads Authority - main office	01603 610734	
Broads Control - Broads authority navigation advice or incidents	01603 756056	
Environment agency - incident hotline	0800 80 70 60	
Hoveton/Wroxham Broads Authority Information Centre	01603 782281	
Reedham Quay - Broads Authority	01493 701867	
Mutford Lock	01502 531778	



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Potter Heigham Bridge Pilot	670460	01692
Whitlingham Visitor Centre - Broads Authority	756094	01603
RSPCA Emergency	999	0300 1234

**Other Tourist Information Centres**

Aylsham (Bure Valley Railway Station)	733903	01263
Beccles	713196	01502
Great Yarmouth	846346	01493
Loddon	521028	01508
Lowestoft	797007	01502
Norwich	213999	01603
Ranworth	270453	01603
Toad Hole Cottage Broads Authority Information Centre (How Hill)	756096	01603
Library - Norwich Road, Wroxham	782560	01603

**Travel**

Train enquiries	484950	08457
Bus Enquiries - First	0121	0345 602

**Veterinary Surgeries**

Bridge Vets, 63 Norwich Road, Wroxham	783920	01603
Broadland House, High Street, Stalham	580171	01692
London Road, Beccles	712169	01502
Haven Vet Surgery, The Veterinary Centre, Queen Annes Rd, Gt Yarm.	416700	01493

**Local Taxis**

Wroxham	782925	01603
Horning Cars	630856	01692

**Local Dentist**

Friends Dental Practice, Wroxham Rd, Sprowston	427500	01603
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**or** phone NHS 111 to find an out of hours dental service near you



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**Banks**

Barclays - Station Road, Wroxham

Post office - inside Broads Centre Supermarket, Riverside Centre

**Florist**

The Florist Shop- 173 Norwich Road Wroxham

01603  
783319

**SAFETY ALARMS**

In accordance with new Boat Safety Scheme Requirements for Hire Craft, your boat is fitted with one or more smoke alarms of a type fitted in most homes. This will include at least one Carbon Monoxide and smoke alarm.

**IF AN ALARM GOES OFF:**



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1. Check the source of any smoke or steam, or if there is lighted gas appliance, heater or running engine aboard or nearby.
2. If there is a fire, but no immediate danger, use the fire extinguisher on board or the fire blanket as appropriate. If in any doubt vacate the boat immediately and call 999 for the Fire Brigade.
3. If no fire was detected, check whether the alarm may have been activated by steam from a kettle or shower, or smoke from toasting or cooking. Wait for the vapour to clear and the alarm should stop or can be re-set.
4. If the CO alarm was activated this could have been caused by a lighted gas appliance, heater or a running engine exhaust so turn these off immediately, open all windows and assemble your crew in an open area, either on deck or ashore. If the engine is no longer running and the alarm stops it should be safe to return on board.
5. If still concerned about the safety of your crew or the boat call your home boatyard emergency number.

Carbon Monoxide (CO) is a colourless, odourless, highly poisonous gas that can kill in minutes.

Carbon Monoxide poisoning can be caused by **ANY** fuel that burns or smoulders.

Watch out for the symptoms: -

- Mild headache
- Dizziness
- Nausea
- Vomiting
- Fatigue
- Drowsiness

Ensure you keep the cabin well ventilated.

Standard BBQ's **SHOULD NEVER** be used on boats.

Gas System Operation - needed here

## Charging points and card outlets



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Places with electric charging points are shown on the left, the charging points are operated with contactless cards costing £1 from outlets throughout the Broads.

Instructions for their use are on the next page

You can also order them directly from the Broads Authority

<b>Charging Points</b>	<b>Outlets selling contactless payment cards nearby</b>
Dilham	Sutton Staithe Boatyard; Moonfleet Marine, Stalham
Sutton	Sutton Staithe Boatyard; Moonfleet Marine, Stalham
Irstead	Sutton Staithe Boatyard; Moonfleet Marine, Stalham
Potter Heigham	Tidings Newsagents, Horning
Coltishall	Mace Post Office
Hoveton	Broads Information Centre, Norfolk Marine Chandlers
Horning	Tidings Newsagents
Ranworth	Granary Stores & Tea Shop
Stokesby	Riverside Tea Rooms & Stores, Acle Bridge General Stores
Great Yarmouth	Yacht Station
Norwich	Yacht Station
Whitlingham	Visitor Centre
Bramerton	Broom Boats, Brundall; Brundall Bay Marina
Rockland	New Inn
Hardley	New Inn, Rockland
Reedham	Yacht Station
Loddon	Bridge Stores
Burgh Castle	Goodchild Marine
St Olaves	Goodchild Marine, Burgh Castle
Somerleyton	Goodchild Marine, Burgh Castle

Charging points from other providers are available



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## RFID pre-payment card meter - Understanding your meter

### How do I know what my credit balance is?

Your remaining credit balance is clearly indicated on the green LCD display after the letters 'Cr'



### How do I add credit to my meter?



Simply hold a valid card with credit up against the top of the meter where you see the above symbol. The prepaid credit from your card will then be transferred to your meter

The small green LED will light up and the green LCD display will indicate that the card has been accepted by the meter showing the message 'CARD' followed by the amount of credit added - your updated balance will then be displayed

**Note:** These cards are single use only. If use of a card is attempted more than once, the small red LED will light up and the green LCD will display 'no CrEd'



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## FUEL

The fuel tanks on all Barnes Brinkcraft boats hold between 200 and 300 litres of diesel fuel. The tank is filled every time the boat is returned to the yard and the quantity recorded. This means all boats leave the yard with a full tank of fuel.

This tank will be enough for an **average** weeks cruising.

Fuel usage increases if

- the boat is driven fast (a boat might use 3L per Hour of fuel at 4 mph, but that increases to 7L per hour at 6 mph)
- Its cold and/or you need to use the heater or generator a lot
- You cover a longer distance than average
- You push the boat against the tide (which you might do towards Yarmouth and the southern broads)

All boats are equipped with a fuel gauge or a dipstick.

Fuel gauges will display the level while the engine is running. We recommend you do not let the level go below 1/4 full.

If the boat is equipped with a wooden dipstick open the deck filler cap and dip the tank. The engine may run out of fuel with 2" in the bottom of the tank. Once more, aim to keep the boat above 1/4 full.

Should you need to fill up the following boatyards have fuel pumps

<b>Boatyard</b>	<b>Location</b>	<b>Telephone Number</b>
Barnes Brinkcraft	Wroxham	01603 782625
Barnes Brinkcraft (Royall Boats)	Wroxham	01603 782625
Boulter Marine (Woods Dyke)	Horning	01692 630498
Bridgecraft	Acle	01493 750378
Faircraft Loynes	Wroxham	01603 782207
Ferry Marina	Horning	01692 630392
Herbert Woods	Potter Heigham	01692 670711
Ludham Bridge Boat boatyard	Ludham	01692 631011
Martham Boats (Past Potter)	Martham	01493 740249
Richardsons Cruisers	Stalham Marina	01692 581081
Russell Marine	SouthWalsham	01603 270262
Simpson's Boatyard	Stalham Staithe	01692 580288
Southgate Yard (adj New Inn)	Horning	01692 631330
Summercraft	Wroxham	01603 782809



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Sutton Staithe Boatyard	Sutton	01692 581653
Whispering Reeds	Hickling	01692 598314

## The Broads Authority runs yacht stations at Norwich and Great Yarmouth

These are staffed daily from 8.30am to 8.00pm from the Saturday before Easter until the first week of November. They also have a quay attendant at Reedham Quay from 9am to 6pm during those months.

### Norwich Yacht Station

**Riverside Road, Norwich. Tel 01603 612980**

You are advised to moor up against the tide unless the wind is strong. Please indicate your intentions to the quay rangers and they will guide you in.

Day moorings £6. Overnight mooring until 10.00am the next day £13.

15 min walk to city centre, 2 min walk to Norwich train station.

Facilities include:

- Male, female and accessible toilets and showers
- Free water
- Pump out facility priced at £12 for one tank, £15 for two and £18 for three.
- Electricity charging points with £1 electricity cards available to buy.
- Saleable goods including Ordnance Survey maps, tide tables etc.
- CCTV and combination lock security gates
- Rubbish disposal.

Accessibility: Access to the quay is dependent on boat and tides. The building is fully accessible to disabled users. Please phone for further information.



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## Great Yarmouth Yacht Station

**Tar Works Road, Great Yarmouth. Tel 01493 842794**

Day mooring £6. Overnight mooring until 10.00am the next day £13

10 Minute walk to the market square, 10-15 minute walk to the supermarkets, 30 minute walk to the beach.

Facilities include:

- Male, female and accessible toilets and showers (showers £1 token)
- Free water\*
- Electricity charging point with £1 electricity cards available to buy
- Saleable goods including Ordnance Survey maps, tide tables, etc
- Lighting at night
- Rubbish disposal
- Power points for electrical items (chargeable)

Accessibility: The building is not fully accessible to disabled users but does have accessible toilets. Please phone for further information.

## Reedham Quay

**Riverside, Reedham**

Free Mooring.

Facilities include

- Free Water\*
- Electricity charging point with £1 electricity cards available to buy.
- Saleable goods including Ordnance Survey maps, tide tables, etc
- Rubbish disposal

\* Please note: free water for yacht station customers. Otherwise £2 charge applies.



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