

NEWS AND REMINDERS FOR LICENCE HOLDERS Nov/Dec 07

Boat licensing and customer services on the move

Over the past few months, our long established Watford craft licensing team has been training staff in Leeds to take over the job of processing licence applications. In its new home, licensing and mooring permit issue is more closely integrated into our core sales accounting and credit control functions. This will help us to achieve important cost savings and, we hope, service improvements.

Meantime, BW's head office bids farewell to Willow Grange, Watford on 17 December and moves down the road to new, smaller premises next to Watford Junction station.

Please be sure to send your licence renewal to the new Leeds address:

Boat Licensing
British Waterways
Fearn's Wharf, Neptune Street
Leeds, LS9 8PB

Alternatively, why not ...

Renew your licence online at <https://secure.waterscape.com/renewal/>

This is quick and simple providing that you've kept us posted with any changes to your details, including boat safety and insurance details.

Christmas Holidays

Our offices including customer service phone lines will be closed from Saturday 22 Dec – Weds. 2 January.

Don't lose out on your Prompt Payment Discount!

The helpful folk in our customer services team often have a hard time with calls from disappointed boaters who've missed the deadline for qualifying for the prompt payment discount.

The rule is very simple – to qualify, we must have your full payment and application **correctly**

completed **before** the start date of the licence. Sorry, it's not available if you pay in instalments.

You can minimise the risk of postal delays holding up your application by obtaining a proof of posting when you mail us your renewal. It's a free service from Royal Mail. Just hold on to the certificate they give you and send it to us if you need to prove that you posted your application at least two working days before your licence expiry date.

Boat licence fees, 2008 – 2011

BW launched a three month public consultation on 8th October about licence fee increases over the next three years. To have your say, download a copy from from

http://www.britishwaterways.co.uk/accountability/consultations/present_consultations.html or call

Customer Services on 01923 201120 and send us your comments by Monday 7th January 2008.

During December and early January, chief executive Robin Evans and marketing & customer service director, Simon Salem are inviting waterway users to face to face discussions on the subject: The remaining dates and locations are:

- Thursday 13 Dec in Leeds, 5pm, 6pm & 7pm
- Friday 14 Dec in Gloucester, 2pm, 3pm & 4pm
- Sunday 16 Dec in Hatton (Warwickshire), 10am, 11am & 12 noon
- Thurs 10 Jan in Northwich, 4pm, 5pm & 6pm

Go to the web link above or call Customer Services for more information and booking arrangements.

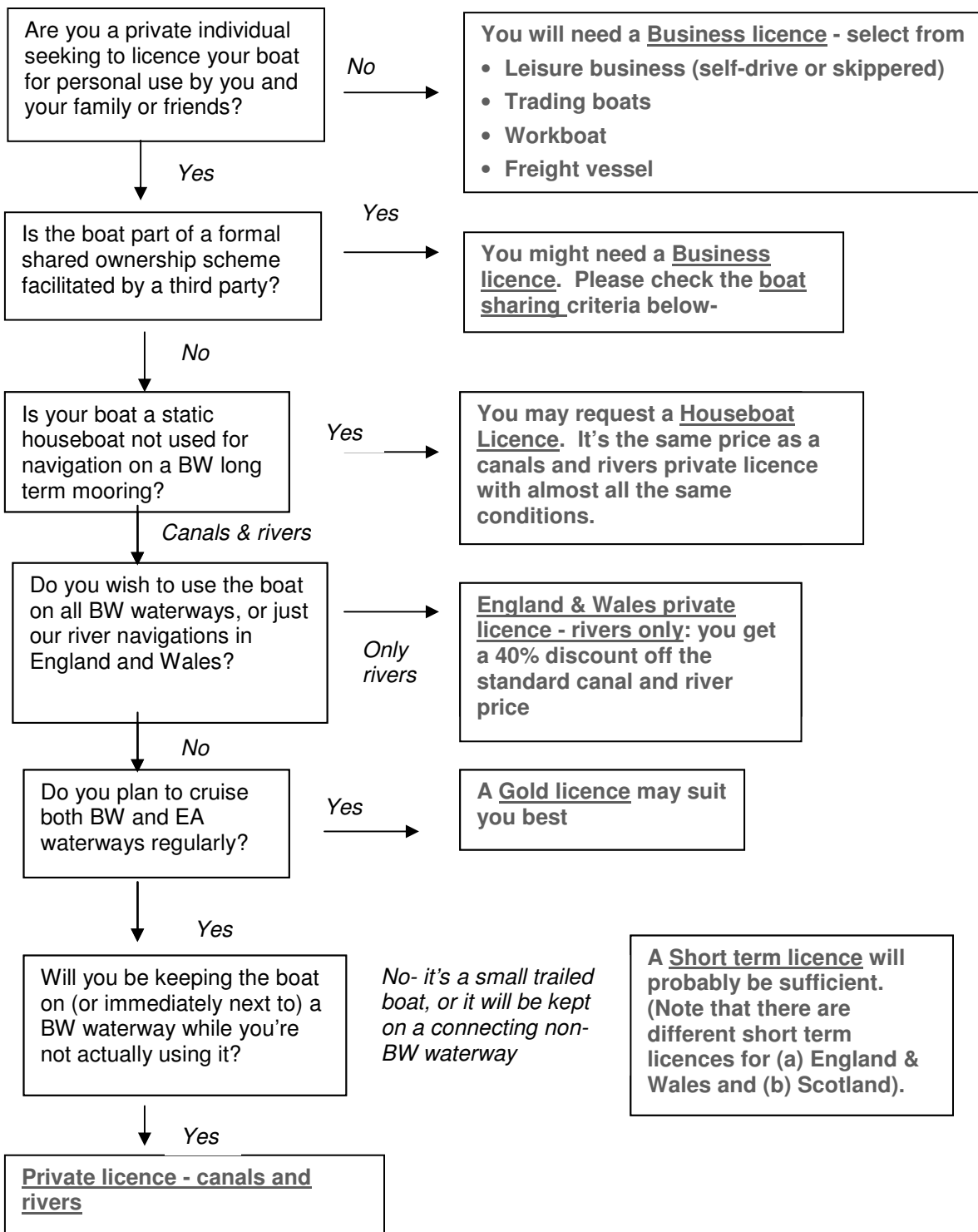
Are you buying the correct kind of licence?

For most people, it's simple. But it can get complicated if you're planning to use your boat for business purposes, or you are part of a formally organised boat share scheme. For more information about licensing of shared ownership boats, see

http://www.britishwaterways.co.uk/images/Fee_Structure_for_Licences_in_England_and_Wales.pdf.

The chart overleaf is designed to help.

CHOOSING A LICENCE



Boat sharing:

A private licence will be issued for a boat owned collectively by a group of private individuals providing that all of the following conditions are met:

1. The licence holder (the boat's lawful keeper) is up to two of the shared owners, nominated by all other share owners to be responsible for meeting BW's licence terms and conditions, including insurance and boat safety requirements
2. The licence holder is the person (or people) named as the insured on the boat's insurance certificate
3. The licence holder, in consultation only with other share owners, is responsible for all decisions relating to control and administration of the boat throughout the year. This includes determining where the boat is berthed and who uses it when
4. The boat's livery does not display an association with any company engaged in the boat share business
5. None of the share owners has any interest in the boat other than for personal, pleasure use

If any of these conditions is not met, the boat share organiser needs to purchase a business licence.