



# AVON NAVIGATION TRUST

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## Refund Policy

### Annual Licence Fees:

#### **We will not refund in the following circumstances:**

1. If the boat the licence has been issued to is afloat during any part of the licence period
2. If the boat is sold, however the remaining period of the licence will remain valid for the new owner.
3. If the boat that leaves the navigation during the period of the licence.
4. For any period that any part of the navigation must close for repairs to structures, navigation depth or flooding.

#### **We will refund in the following circumstances:**

1. A licence sold to you in error, or the incorrect class of licence was sold to you by Trust staff or volunteers.
2. Where the boat was not launched or joined the navigation at any period during the licence period. We may ask for evidence of hard standing arrangements.

### Short Term Licence Fees:

#### **We will not refund in the following circumstances:**

1. If the boat the licence has been issued to is afloat on Avon Navigation waters during any part of the licence period
2. If the boat that leaves the navigation during the period of the licence; however, the boat may return to the navigation during the period of the licence.
3. For any period that any part of the navigation had to close for repairs to structures, navigation depth or flooding.
4. Short term licences may be extended for the cost of the difference in fees if the extension is purchased during the period of the licence. Any part of this licence including the extension period is not refundable if the boat leaves the navigation before expiry of the licence.

#### **We will refund in the following circumstances:**

1. For a licence sold to you in error, or the incorrect class of licence was sold to you by Trust staff or volunteers.
2. Refund will be allowed for Licences where the boat was not launched or did not join the navigation at any period during the licence period.
3. If an annual licence is purchased for a boat that has a short-term licence during the period that the annual licence covers, a credit to the value of the short-term licence up to the value of the annual fee will be allowed against the annual licence. In this case the annual licence must be purchased using the written application form together with the details of the short-term licence that was issued.

There is an administration charge of £10.00 for licence refunds that were not due to an error by Trust staff or volunteers.

To claim any refund please contact the licence administration office 01386 552517 or email [office@avonnavigationtrust.org](mailto:office@avonnavigationtrust.org) We may ask you for further information regarding any claim for a refund.

Doc Ref: RP25.01 January 2025

#### **PATRONS:**

**Digby Jones**

**Lord Jones of Birmingham Kt**

**Tony Hales C.B.E**

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#### **PATRONS:**

**Prunella Scales C.B.E**

**Toyah Willcox**