



# Derby Riverboat

## *2022 Customer Brochure*





# Welcome to our Eco-friendly Boat

We look forward to welcoming you aboard our state-of-the-art passenger boat, *Outram*. The first boat in the Derby Riverboat fleet. *Outram* has been carefully designed to protect the **environment**, ensure **passenger comfort** and maintain **safety**. We aim to entertain and educate; informing our passengers about local history, wildlife, science, technology and renewable energy.

*Outram* is a zero emission electric boat, meaning that it does not release pollution into the local environment; keeping the city's air clean. We also recoup most of our power from the roof mounted solar panels which lowers our carbon footprint further.

The boat crew are fully trained volunteers from the Derby and Sandiacre Canal Trust. The Trust is a registered charity which is working towards restoring the original canal into Derby, we have some very exciting projects happening within the region at the moment in addition to the Derby Riverboat. To find out more please visit our website [www.derbycanal.org.uk](http://www.derbycanal.org.uk).

The Derby Riverboat also has a presence on Twitter, Facebook and Instagram, keep up to date with our news by following us  
[@derbyriverboat](https://twitter.com/derbyriverboat)

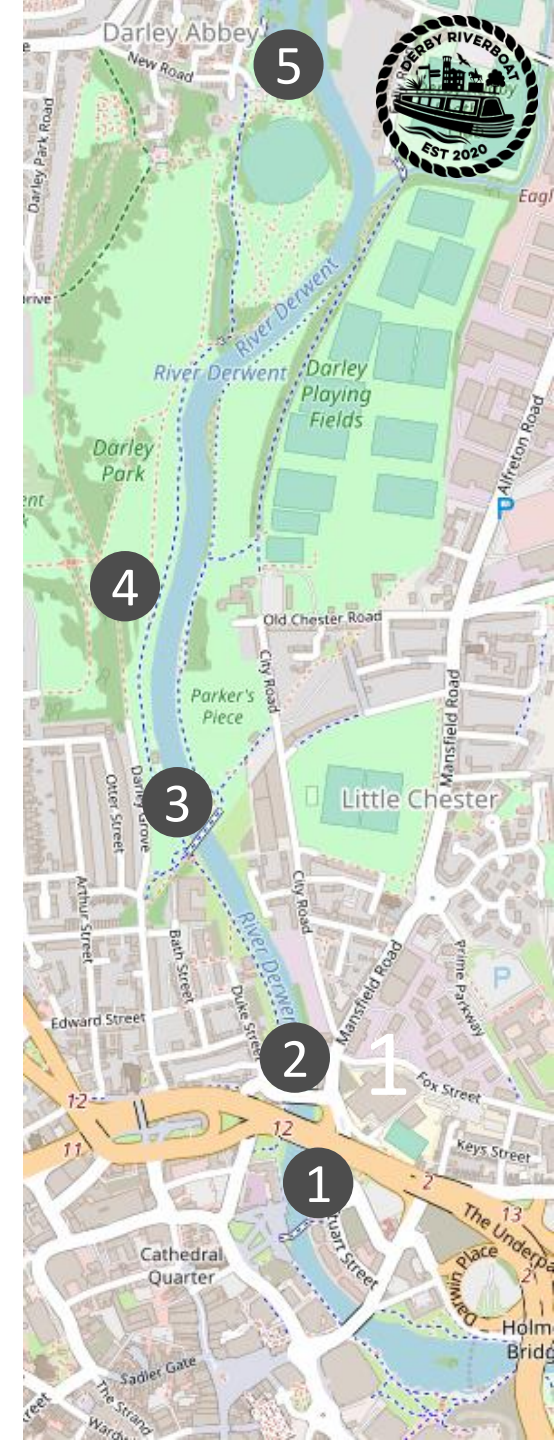


# The “Mill to Mill” Trip

40 minute round trip

Our route takes us through a fantastic blend of historic urban areas and beautiful parkland. On the journey you will see the wonderfully restored Silk Museum which is now the UK Museum of Making. You will cruise past the remarkable St Mary’s Bridge Chapel and experience the peace and tranquillity of Darley Park. Have your cameras and binoculars ready as we get you closer to the wildlife on the UK’s most biodiverse urban river.

- 1 PHEONIX GREEN – Boat Station, Passenger Boarding and disembarkation point. Opposite *The UK Museum of Making*
- 2 ST MARYS BRIDGE – A beautiful 18<sup>th</sup> Century bridge with a very rare 14<sup>th</sup> Century bridge chapel
- 3 HANDYSIDE BRIDGE – The river crossing for the Great Northern Railway built by the celebrated engineer Andrew Handyside
- 3 DARLEY PARK – Relax as we take you through this beautiful park with its amazing trees and wildlife.
- 4 DARLEY ABBEY MILL – This fascinating historical site is where we turn the boat around.





# On board experience



**AUDIO COMMENTARY:** Sit back and listen to our on-board audio commentary recorded for us by the acting legend David Suchet. The commentary covers many aspects of Derby's history right from the early days as Roman Fort Derventio, through to the scientific renaissance of the 18<sup>th</sup> Century and the industrial revolution. Learn how Derby's spirit of innovation began and the impact it has had on the world as we know it today.



**ALL WEATHER CRUISING:** Passengers can choose between indoor and outdoor seating areas. So whether you decide you want to relax in the fresh air on the foredeck on a hot and sunny day or retreat to the covered, warm cabin when it's cooler the choice is yours. All areas of the boat are fully accessible to wheelchair users.



Darley Abbey Mill, Derby

# On board cafe & gift shop



**MINI CAFÉ:** We have a mini café on board where you can buy hot and cold drinks and light refreshments. Why not treat yourself to something whilst watching the scenery pass by? We have a flexible seating area which allows passengers to sit at a table to enjoy their refreshments. During the hotter weeks of the year we may also have ice creams on board, ask a member of the crew for more details.



**GIFT SHOP:** Fancy becoming a Derby Riverboat merchandise collector? We have a small range of Derby Riverboat items for sale in our on board shop including mugs, bottles, pens & clothing. Contactless card payment is available for both the café and the shop.

*Refreshments and items sold in the shop are not included in the ticket price unless stated on the ticket. Our entire range of refreshments and gift shop items may not be available throughout the year. Contactless card payment is available and is compatible with VISA, Mastercard and Barclaycard.*

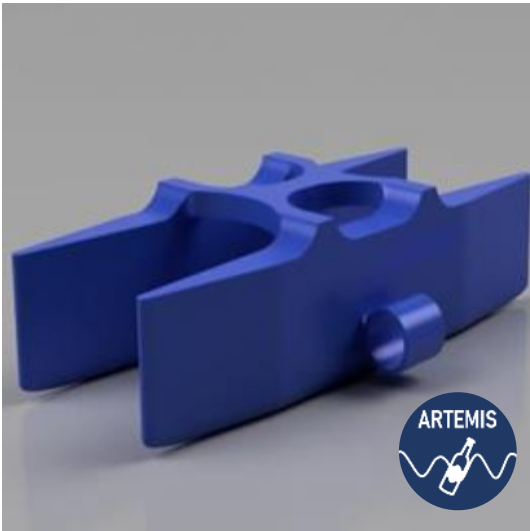




# Family Activities



**CHILDRENS ACTIVITIES:** We aim to keep all our passengers entertained during the cruise. There are a range of activities for children of all ages so that parents can relax and enjoy the trip themselves whilst children are entertained. On board activities include interactive displays, activity packs, colouring sheets and a big box of toys for younger children.



**PLASTIC COLLECTION:** Outram is the launch pad for a waste plastic collection boat called “ARTEMIS”. This is the first of its kind to be designed and built in the UK. It can be steered around the river using a remote control unit and is designed to help retrieve bits of plastic from the river. Ask one of our crew if you or your children are interested in seeing the boat. If time permits you can even have a go at steering it around the river yourself. See how much waste plastic you can collect!



# Planning your visit

## Booking Tickets

To book a trip on the Derby Riverboat please visit the Derby Live website or scan the QR code on this page to visit the page on your smart phone. Derby Live will send you e-tickets and a booking reference number which you will need to bring with you on the day of your cruise.



[www.derbylive.co.uk](http://www.derbylive.co.uk)



**MIPERMIT**

## How to find us

The **Phoenix Green Boat Station** is underneath Causey Bridge on the East Bank of the river in central Derby (postcode **DE1 2EB**). If you are visiting us by car, the nearest parking is either on-street at Full Street or Stuart Street or in the Full Street Car Park. On street parking in Derby city centre can be paid for via the **MiPermit** app allowing you to manage your parking directly from your mobile phone. The river can be crossed on foot via the Millennium footbridge near the UK Museum of Making. There is some bicycle parking at the Silk Mill and the boarding platform is 5 minutes walk along the river from the bus station. If you are using the electronic version of this brochure, click on one of the circular icons for more details.



## Contact us

If you have any questions about the services we offer please contact us by email [info@derbycanal.org.uk](mailto:info@derbycanal.org.uk) or contact us through the Derby Live box office.



Victoria Street, Derby



# Making a day out of it



If you would like to find out more about what else there is to do in Derby whilst you are visiting or find good places to eat out, have a look at the Discovery Derby website.

[www.visitderby.co.uk](http://www.visitderby.co.uk)





# Frequently Asked Questions



## **Is the boat accessible to wheelchairs?**

Yes, Outram is equipped with an electric wheelchair lift that allows the internal cabin, toilet and foredeck to be accessible to all our customers. During 2022 we may still be doing some finishing touches to our accessible boarding platform; please bear with us and contact us in advance to discuss how we can look after you on your visit.

## **Is there a toilet and baby changing area?**

Yes, we do have an eco-friendly composting toilet on board with a baby changing area. However, we ask our customers to visit a toilet before boarding the boat if possible to help us conserve water.

## **How much does a trip cost?**

Please check our website or the Derby Live website for information on ticket prices and offers.

## **Is it possible to hire Outram?**

Derby Riverboat does not yet have a standard offering for this, however, please contact us directly to find out about future services.

## **Can we bring our own food and drink on board?**

We would ask passengers not to bring their own food and drink on board unless it is for small children etc or for if you have a food allergy which we may not be able to accommodate. We are not permitted to serve alcohol and alcoholic drinks cannot be consumed on board.

## **How long does the Mill to Mill trip last?**

The Mill to Mill round trip lasts approximately 40 minutes

## **Is it possible to get a refund in the event of a cancellation?**

Although we would like all our customers to experience the trip on a sunny day, the British weather is not reliable enough to guarantee that. If the Derby Riverboat crew have to cancel cruising days for any reason (in the case of extreme weather conditions for example) customers due to travel that day will get a full refund. In exceptional cases we may have to cancel cruises the day before the event but we will make every effort to give as much notice as possible. If a customer has to cancel a trip for some reason it may be possible to get a refund depending on how much notice we receive, please see our website or contact Derby Live for more details.

## **Can I purchase my ticket at the boarding platform?**

No, unfortunately tickets need to be booked in advance either online or over the phone and must be done through Derby Live.

## **How is my ticket money used?**

The Derby and Sandiacre Canal Trust is a charity and the boat is run by volunteers, all of the ticket sales are reinvested into improving the boat or into our other community projects across Derby and Derbyshire

## **I drive an electric car, are there any charge points nearby?**

We would recommend looking at [ZAP MAP](#) to see the latest electric charge point map of Derby.

## **What measures are being put in place with respect to the Covid 19 pandemic?**

As with all visitor attractions, the Derby Riverboat has put steps in place to ensure the safety of its customers including safety measures relating to Covid 19. The Riverboat will comply with UK Government regulations at any given point. The Derby Riverboat will ensure that hand sanitiser and face masks are available at the appropriate points throughout the pandemic.







Derby Riverboat is part of a bigger plan to restore Derby's canal system. If you would like to find out more about this or get involved please visit our website. Or follow us on social media.

[www.derbycanal.org.uk](http://www.derbycanal.org.uk)



Find out more...