



# Derby Riverboat

## 2024 Customer Brochure

Issue 1.1  
[www.derbycanal.org.uk](http://www.derbycanal.org.uk)





# 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**.

Learn about the river, the **wildlife**, Derby's place in history and our exciting plans for the river and the Derby Canal via our **on-board audio commentary**. *Outram* is **electrically powered** from solar panels and designed with the environment in mind. So simply sit back on the open air foredeck and enjoy the sun and sights of the Museum of Making, Darley Park and the Derwent Valley and look out for our resident kingfishers.

The Derby Riverboat also has a presence on Instagram, Twitter and Facebook, keep up to date with our news by following us **@derbyriverboat**



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 “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
- 4 DARLEY PARK** – Relax as we take you through this beautiful park with its amazing trees and wildlife.
- 5 DARLEY ABBEY** – 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 *Sir 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.



If English is not your first language please ask for one of our translated transcripts, available in French, Spanish, German, Italian and Ukrainian



**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 café



**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 are able to accommodate a number of common dietary intolerances, please let us know if you would like to see the available options.

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.

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



# Family Activities & Shop



**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.



**GIFT SHOP:** Fancy becoming a Derby Riverboat merchandise collector? Thanks to our sponsor, *Ecotricity*, we have a small range of Derby Riverboat items for sale in our on board shop including mugs & T-Shirts. Contactless card payment is available for both the café and the shop.

*Gift shop items may not be available throughout the year. Contactless card payment is available and is compatible with VISA, Mastercard and Barclaycard.*



# Planning your visit

## How to find us

The **Phoenix Green Boat Station** is on the East Bank of the river in central Derby (postcode **DE1 2EB**) the opposite side of the river to the Museum of Making.

## Travelling by Car

If you are visiting us by car, the nearest parking is either on-street at Full Street, Stuart Street or in the Full Street or Phoenix Street Car Parks. 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.

## Travelling by bicycle

If you are cycling to us we can look after your bike (in a secure enclosure) for you for free whilst you cruise with us.

## More Information / Contact us

If you are using the electronic version of this brochure, click on one of the circular icons for more details. If you have any questions about the services we offer please contact us by email [info@derbycanal.org.uk](mailto:info@derbycanal.org.uk)



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# Purchasing Tickets

## Booking Tickets

To book a trip on the Derby Riverboat please visit our [ticket](#) sales page by clicking on the link or scanning the QR code on this page to visit the page on your smart phone. *Live Tickets* will send you e-tickets and a booking reference number which you will need to bring with you on the day of your cruise.

The Derby and Sandiacre Canal Trust is a charity, the money we make from ticket sales is reinvested back into the Riverboat or one of our other Derby regeneration projects.

### Regular Trips

|                                       |      |
|---------------------------------------|------|
| Adults                                | £8   |
| Children (under 16)                   | £6   |
| Under 3s (still require a ticket)     | Free |
| Family Ticket (2 adults & 2 children) | £22  |



Cruising on Wednesday, Saturday,  
Sunday and Bank Holiday afternoons  
**12:30pm | 1:45pm | 3:00pm**

[www.derbycanal.org.uk/derby-river-boat-tickets](http://www.derbycanal.org.uk/derby-river-boat-tickets)

### Charter Trips

If you would like to charter the Derby Riverboat for a group please email...

[info@derbycanal.org.uk](mailto:info@derbycanal.org.uk)

Charter Cruises will normally be available on Thursdays or Fridays



*\* Please note that times and prices may be subject to change, please see our website for the latest details. It may be sometimes necessary to cancel trips if the river conditions are hazardous, if this happens you will receive a refund or offered an alternative date.*



# Our Natural Environment

The Derby Riverboat takes passengers on the UK's most bio diverse urban river, it is a beautiful, tranquil spot and we want to keep it that way and we know you do too. We've been working hard to not only protect the environment but leave a positive impact along the way...



## First “do no harm”

1. Outram is propelled by an electric motor making it **zero emission** at point of use.
2. During the summer months we recoup most of our electrical power via on-board **solar panels**.
3. When we do need to top up from the mains we make sure that we use a **green service provider** (we've chosen Ecotricity)
4. As much as possible we **locally source** all the produce we sell in the café and shop so that it hasn't travelled far to get to us as well as supporting the local economy
5. We ensure all the detergents we use are **bio-degradable** and that any engine lubricants are double banded so they can't escape into the environment.

## Having a positive impact

1. Our **STEM educational activities** are designed to get the next generation interested in sustainable travel and sustainable energy
2. We are the first passenger boat in the world to have a remote controlled **plastic collection robot** on board
3. Each year our volunteers help to **keep the river clean** by removing litter (especially the stuff that is hard to access from the bank)
4. We the only boat trip in the UK which offers **free, secure bicycle parking** to all those who arrive with us by bike
5. We provide our passengers with information about **local eco-friendly activities**.



# Frequently Asked Questions



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

Although Outram itself is fully accessible our boarding platform is NOT yet accessible. We are working very hard with third parties to build the Phoenix Green Electric Boat Station which will allow all passengers to access the boat itself from a new riverside path. In the meantime access to the boat is via some “swimming pool style” steps under Causey Bridge.

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

Yes, we do have a 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

## **When is the sailing season?**

Boat trips run from April to October each year.

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

Please check our website for information on ticket prices and offers.

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

If you would like to hire / charter Outram (with crew) please contact us via email, [Riverboat@derbycanal.org.uk](mailto:Riverboat@derbycanal.org.uk)

## **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. It is currently only possible board and disembark the boat at the Phoenix Green Boat Station.

## **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.

## **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. The boat was funded by the European Regional Development Fund.

## **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.



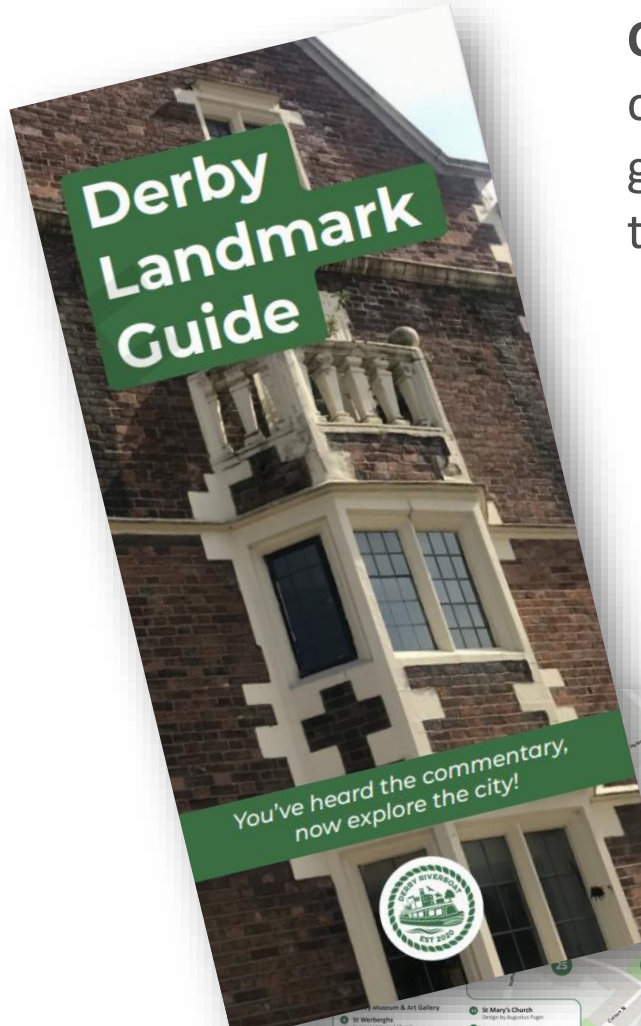
# Where next?



**CITY LANDMARK GUIDE:** If you enjoyed our on board commentary you might like to pick up one of our “city guided walk” leaflets which will introduce you to some of the most interesting and historic parts of Derby.

**MADE IN DERBY APP:** Some important historical figures came from Derby, why not download the “Made in Derby” app on your smart phone and follow the virtual reality star trail around the city centre.

*Please note this activity is run by an external body not part of the Derby and Sandiacre Canal Trust.*



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)





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...



Photo by Thomas Shilton