

IMPORTANT INFORMATION FOR LICENCE HOLDERS MARCH 2012 (issued Jan 2012)**LICENCE FEES**

From the 1st April 2011 licence fees increased by 5.1% and a small extra charge now applies for payments by credit card. This is because BW faces significant charges itself for handling this type of payment. You can avoid the £7.50 fee by using a debit card instead of credit card.

LICENCE FEES FROM APRIL 2012

All boat licence fees will increase by 6.4% from April 2012. This is in line with our announcement published in November 2010 which indicated that for the following three years, an increase of 2% above the prevailing consumer prices index would apply. BW's board approved the increase based on the Government's July 2011 consumer price index which showed inflation running at 4.4%.

CUSTOMER SERVICES OPENING HOURS

Opening hours are Mon - Fri 0800 – 1800. Contact them on: 01923 201120, by e-mail enquiries.hq@britishwaterways.co.uk or by post: British Waterways Customer Services, 64 Clarendon Road, Watford WD17 1DA. You may also find the answer to your question within the FAQ's on our newly developed Customer Services contact page here <http://www.waterscape.com/about-us/customer-services>

SAVE TIME WITH INTERNET RENEWAL (receive your disks within 5 days)

Go to www.waterscape.com/renewal. It's quick and simple providing that you've kept us posted with any changes to your details, including boat safety and insurance details. You'll need your renewal number which is printed on the enclosed renewal notice. Sorry, the service is not yet available for first time applications, business boat licences, mooring permits or renewals for people currently paying by Direct Debit.

Please allow up to 15 working days to renew by post. BW Boat Licensing, PO Box 162, Leeds LS9 1AX.

DON'T LOSE OUT ON YOUR PROMPT PAYMENT DISCOUNT!

Our customer services team often receives calls from disappointed boaters who've missed the deadline to qualify for the prompt payment rate. The rule is very simple – to qualify, we must have your full payment and application **correctly** completed **before** the start date of the licence. If we are unable to process it before this date, you will still receive the discount. Sorry, the discount doesn't apply if you pay in instalments.

UNPAID OR CANCELLED DIRECT DEBITS

Paying by Direct Debit instalment is a convenience that many boaters take advantage of. BUT, be warned: from April 2011, if we are unable to collect an instalment that's due – either because you've cancelled your DD without telling us in time, or there are insufficient funds in your account – a charge of £30 will be made. This is less than what it costs us to unravel the problem.

PAY AND DISPLAY

When you receive your licence, please make sure that you display it. This shows other boaters that you contribute towards the cost of maintaining the waterways and means that the efforts of our patrol teams are not diverted away from cracking down on licence evaders. If you need new licence holders, contact customer services and we will be happy to post you a pair of these free of charge. **Remember too that you must ensure that the boat's index number is ALWAYS visible** – if you cover your boat during the winter, please mark the number clearly on the cover. If the boat checkers can't see the number, they must record it as unidentified which triggers more work.

COLOUR DOESN'T MATTER!

Because our enforcement team rely on index numbers and their hand held computers to check boat licences, the colour of the disk you display no longer matters. Your disk may be green, purple, red, blue or black, but the colour no longer has any significance. You shouldn't worry therefore if the one you receive is not the colour you expect.

BOAT SAFETY EXEMPTION FORM

Does your boat qualify for exemption? If so, then we need a new form submitted each year with your renewal. You can download this form from www.britishwaterways.co.uk/BSSExemption.pdf or call Customer Service on 01923 201120 and we can post you one.

