

1. *British Waterways commits to publishing details of all restrictions (including stoppages) expected to last for **four hours or more** on [www.waterscape.com/restrictions](http://www.waterscape.com/restrictions). We will do this **within 2 hours** of a restriction to navigation being confirmed or its details being changed, **or by 9.30 the following working day** if the incident occurs during the night or over a weekend or bank holiday<sup>1</sup> (tbc).*
2. *You can register to receive alerts with relevant details by email and the information will be published simultaneously on the website. (You can select all, or just some waterways and change your preferences in line with your journey plans)*
3. *We will launch a mobile version of the restrictions website during summer 2010 for people with internet-enabled phones.*
4. *We will launch a text messaging service in early summer 2010 to alert you of unplanned restrictions for your chosen waterway(s). Terms and conditions will apply and texts will be charged to your phone by the service provider. You will be able to register for the service on the website and change your requirements at any time.*
5. *Details of unplanned restrictions will be recorded on Canalphone (01923 201402) during summer 2010.*
6. *Stoppage information is also available by telephone from our customer service team on 01923 201120 weekdays 8.00 – 18.00 and Saturday mornings 9.00 – 13.00.*
7. *We aim to display notices within an appropriate radius of each unplanned restriction, including at all the adjacent waterway junctions. We seek volunteer help to achieve this within 3 hours of the restriction taking place.*
8. *Restrictions will be removed from the website as soon as they are lifted, and paper signs taken down promptly. We recognise that boaters need information that is up to date, at least to the nearest couple of hours. While we cannot promise to always meet this target, it will represent our aim.*
9. *Because full information is available in this way, we will no longer direct customers to local office contact details for the purpose of checking on restrictions.*
10. *We will consult with users during the advance planning of works over the winter which require restrictions to navigation lasting more than four hours. We will publish provisional plans for each winter's works programme during April along with a feedback form. Feedback on provisional plans will be accepted over the following four weeks, and then reviewed by our engineers and works planners who will publish revised plans approximately 3 weeks later. These will be published for further comment for another 3 weeks and the final version confirmed before the end of August each year. The programme may be subject to change in the event of unforeseen funding difficulties. Details of the consultation will be emailed to everyone registered to receive stoppage alerts and/or boaters updates*
11. *Because maintenance plans are subject to change, we do not encourage reliance on printed copies of the winter maintenance programme, but a copy of the latest version is always available by post from our customer services team on 01923 201120 for people unable to access the internet.*
12. *We ask customers to report to our national customer service team (01923 201120 [enquiries.hq@britishwaterways.co.uk](mailto:enquiries.hq@britishwaterways.co.uk)) any incidence of BW failing to meet these commitments. Each report will be followed up and used to identify further training needs or process improvements. Reports will not be treated as a formal complaint unless you specifically request that it is.*
13. *The scope of this commitment is stoppages where the navigation is closed for more than four hours.*

END

---

<sup>1</sup> Weekend cover is subject to confirmation of internal arrangements