

# Events charging FAQs

## External

- **What is the administrative fee for?**

The non-refundable £95 + VAT fee will help to cover the charity's administrative costs of reviewing risk assessments, event management plans and insurances, plus considerations specific to the operation of the canals, their heritage and environment. This fee is non-refundable even if the event is cancelled as the application/documentation review will have taken place and the costs incurred.

- **When did you introduce charging?**

On 1 June 2023.

- **Why are the Trust charging?**

As a registered charity it is our legal responsibility to ensure that we maximise income to enable us to safeguard our waterway network for current and future generations to enjoy. We are charging so that our vital charitable funds aren't diverted away from our core purpose of protecting and preserving the network. The introduction of charges will help to offset the costs of processing event applications and it will help us in our ongoing work to look after this historic network.

- **Can I get a discount on the administration charge?**

If you are organising a small, free community event for under 25 people there will be no charge. For events over 25 people there will be no discount on the administration charge unless you have a special partnership arrangement with us.

- **Will I be charged anything else?**

Yes, there may be an additional charge for large-scale or commercial/fundraising events. Our ageing network needs constant care and protection from the Trust to look after it, so it's only right that large-scale, commercial, fundraising, and promotional events, that bring extra cost and stress to the network, should contribute to the cost of keeping the nation's canal heritage alive for today and for future generations to enjoy. Smaller non-commercial/fundraising events under 1000 participants/spectators will not be affected by this additional charge. The rate card can be found [here](#)

- **What if I have multiple events in multiple locations throughout the year?**

If you are organising multiple events in the same location i.e. on different dates, you can submit them under one application and will only be charged one administration fee. If your events are in different locations, then they will be charged separately due to the different risk assessments and site considerations needed. However, it **may** be possible to arrange an annual events fee with you, please email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk).

- **I am a commercial event organiser; will I be charged more?**

Yes, the Trust makes an additional charge for large-scale or commercial/fundraising events, see [here](#) for the rate card. Our ageing network needs constant care and protection from the Trust to look after it, so it's only right that large-scale, commercial, and promotional events, that bring extra cost and

stress to the network, should contribute to the cost of keeping the nation's canal heritage alive for today and for future generations to enjoy. Smaller non-commercial events under 1000 participants will not be affected by this additional charge.

- **Are there any exceptions to this additional charge?**

If you are not organising large-scale or commercial/fundraising events, the Trust currently has no plans to make any additional charges beyond the administrative fee.

- **I work in partnership with the Trust do I get a discount?**

All organisations unless they are organising small, free community events and activities for fewer than 25 people will be charged. However, Canal & River Trust partners **may** be eligible for a discount or an annual events fee when holding events on our land. This will depend on the nature of the event, size, and the frequency etc. Please speak to your Trust contact for more information or email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk).

- **Will canal societies be charged?**

All organisations unless they are organising small, free community events and activities for fewer than 25 people will be charged. However, canal societies **may** be eligible for a discount or annual events fee when holding events on our land. This will depend on the nature of the event, size, and the frequency. Please speak to your Trust contact for more information or email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk).

- **I work for a restoration group do I get a discount?**

Restoration groups **may** be eligible for a discount when holding events on our land. This will depend on the nature of the event and the frequency. Please speak to your Trust contact for more information or email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk). Any volunteering activities organised by restoration groups will not be charged. Permission to hold these activities should be made by emailing [volunteer@canalrivertrust.org.uk](mailto:volunteer@canalrivertrust.org.uk) and not through our events process.

- **I'm a member of Paddle UK (formerly British Canoe Union) do I have to pay?**

If you are an affiliated member of Paddle UK, we have an agreement with them that means member clubs will not be charged. However, if any Trust time is required during your event we must recover the cost of this time. This will be discussed with you at the time of your application.

- **I have a lease with the Trust, do I still have to pay?**

Many Trust leases allow the lease to organise events without permission or charge, however, it depends on the terms & conditions of your lease with us. Businesses should check with their Trust contact or regional Community Development Manager first.

- **Do school groups or uniformed groups need to pay to visit us?**

If you are a school or uniformed group eg Scouts arranging a visit please follow the information here about educational visits to the canal/river <https://canalrivertrust.org.uk/explorers/planning-your-visit>. If you are organising a fundraising event on our land/water, please email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk) to discuss before applying through our standard event application form.

- **Will corporate organisations who wish to hold volunteering days have to pay?**  
 If you are a business who would like to organise a volunteering day please email [volunteer@canalrivertrust.org.uk](mailto:volunteer@canalrivertrust.org.uk) for more information. Visit <https://canalrivertrust.org.uk/donate/partner-with-us/corporate-partnerships> for further details and how to make an enquiry.
- **Will you charge for anything else?**  
 Depending on the nature of your event and your application time may be required by our colleagues to support your event, eg for boat movements, vegetation cutting etc. The cost of this time will need to be recouped from the event organiser, regardless of whether you have paid the administration fee or not. As a registered charity it is our legal responsibility to ensure vital charitable funds aren't diverted away from our core purpose of protecting and preserving the network. Any additional charges will be discussed with you as soon as possible. If you have any queries email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk) to discuss.
- **Will my application take longer to process?**  
 No, your application will be processed within the same timeframe, we aim to process applications within 30 working days, once your payment has been made and all the correct documentation has been submitted.
- **What do I do if I have a genuine reason not to be charged.**  
 Please be aware whilst there are exceptions most events are charged the application fee. If you are unsure at the point of payment click the cancel button and email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk). Your application will be saved giving us the opportunity to review it and come back to you and confirm any charging or exemptions.
- **What are urban /commercial locations?**  
 These are commercially sensitive locations that warrant a higher charge for events:

  - Birmingham city centre
  - Leeds (waterspace plus any unleased land)
  - Gloucester Docks (waterspace)
  - Bath
  - Reading (waterspace)
  - Newbury
  - Liverpool Docks – separate charging
  - Manchester
  - National Waterways Museum, Ellesmere Port
  - Anderton Boat Lift
  - National Waterways Museum, Gloucester Docks
  - Standedge Tunnel
  - Canal Museum, Stoke Bruerne
  - Foxton Locks
- **Why are there different charging rates for different locations?**  
 Three categories have been agreed upon 1) London 2) urban/commercial locations 3) rest of network. **London** (inside M25) has a dense population coupled with

higher demand for services. Consequently, the cost of working in the capital is greater than elsewhere on the network. **Urban/commercial locations** are key areas or our visitor attractions and museums that cost more to maintain due to higher footfall and other considerations eg heritage. **Rest of the network**, all other locations on our 2,000-mile network.

**Please note:** London Docklands and Liverpool Docks have separate charging rates.

- **How do I pay for the administration charge?**  
At the time of submitting your on-line application you will be directed to a payment portal where you will be able to pay the administration fee by debit or credit card. Additional payments for large-scale and commercial events will be discussed with you at the time of application and you will receive an invoice for any additional charges due.
- **What happens if I need an invoice to pay?**  
Please email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk) and we will arrange to send you an invoice.
- **I need a receipt when I pay.**  
The payment portal will generate a receipt at the time of payment.
- **If I have further queries/ questions regarding this charge?**  
Please email [events@canalrivertrust.org.uk](mailto:events@canalrivertrust.org.uk).

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