

Boat Licensing Team, National Waterways Museum Ellesmere Port, South Pier Road, Ellesmere Port, Cheshire, CH65 4FW  
**T 0303 040 4040** Monday to Friday 8am to 6pm, weekends & Bank Holidays 9am to 5pm. Calls charged at local rate.  
**E [customer.services@canalrivertrust.org.uk](mailto:customer.services@canalrivertrust.org.uk)**  
**[canalrivertrust.org.uk/licensing](http://canalrivertrust.org.uk/licensing)**  
**f [/canalrivertrustboating](https://www.facebook.com/canalrivertrustboating)**



## How to pay

### Direct Debit

• **NB** We can only operate Direct Debit from one bank account per customer. It is important that you read the section 'paying by Direct Debit' in your terms and conditions booklet.

### Direct Debit payment options

- All instalments will be split evenly between the number of payments selected and taken on the first available date of the following month. The prompt payment discount is not available for instalment payments.
- We will always notify you in advance of the payment dates and amounts.

### Payment Card

• (Visa, Mastercard, Maestro only)

### Cheque

• Please make cheques payable to Canal & River Trust and **write your customer number on the back**. Please do not send cash through the post. If you plan to offer the boat for hire or reward, you must have a business licence. Please ask for the special form.

## Instruction to your bank or building society to pay by Direct Debit



**Please fill in the whole form and send it to:**  
 Boat Licensing Team, National Waterways Museum  
 Ellesmere Port, South Pier Road, Ellesmere Port,  
 Cheshire, CH65 4FW



### Name and address of your Bank or Building Society

|                 |                       |
|-----------------|-----------------------|
| To: The Manager | Bank/building society |
| Address         |                       |
|                 |                       |
|                 |                       |
| Postcode        |                       |

### Name(s) of account holder(s)

|  |
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### Branch sort code

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### Bank/building society account number

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### Service user number

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| 9 | 8 | 0 | 0 | 9 | 4 |
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### Reference

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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### Instruction to your bank or building society

Please pay Canal & River Trust Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this Instruction may remain with Canal & River Trust and, if so, details will be passed electronically to my bank/building society.

|              |
|--------------|
| Signature(s) |
|              |
|              |
| Date         |

Banks and building societies may not accept Direct Debit Instructions for some types of account.

**DDI5**

This Guarantee should be detached and retained by the payer.

### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Canal & River Trust will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Canal & River Trust to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Canal & River Trust or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Canal & River Trust asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

