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Corona Virus Update

The BMKWEL board have met and decided that, in line with current advice from Public Health England, we must now take action to cancel all cruises, both Public and Charter planned to take place up until 31st May 2020. We will be reviewing the situation weekly, and will update on June cruises in April, aiming as always to provide customers, suppliers and volunteers with as much notice as possible.

Please bear with us while we work through ensuring everyone receives a refund. Due to the volume of cancellations, this may take longer than usual, so we require your patience.

We take the health and safety of our customers and volunteers very seriously. If you have concerns over the coming weeks and decide you would like to cancel a public cruise which is due to take place after May 2020 due to the outbreak, you may do so within our current terms and conditions (no later than 2 working days before the cruise date) and we will waive the £12 administration fee for the duration of this crisis.

It is our hope that the current situation improves in the coming months, and that we can still have a successful cruise season in 2020. With that in mind, please do consider purchasing tickets for a later cruise, if you are able to. Alternatively, we have extended our gift voucher expiry date to 2 years from the purchase date, so if you would like to purchase one, you may do so via our booking line, or via our website.

If you have a gift voucher that expires before November 2020, and you find you are unable to use it this season because of the current situation, please email contact@johnbunyanboat.org with your name, order number and voucher number and we will do our best to help.

We'd like to take this opportunity to thank you for your support and understanding during this difficult time.

BMKWEL Board.