

I am pleased to confirm that from this Monday, 20 July, we will resume selling visitor licences and carrying out other financial transactions at Teddington Lock.

We hope you agree that the resumption of visitor licence sales in particular at Teddington Lock is very welcome news. Teddington sells more visitor licences than any other site by a considerable margin and the income we derive from these sales is vital. It also means more boats will be compliant with the legislation requirements of our waterway.

We will look to resume managing financial transactions at other sites as soon as we can. We will be prioritising sites based on the amount of income they generate, the availability of assisted passage, and the control measures required.

Control measures will be site-specific. On-site signage and our staff will advise customers what those local measures are, but in all cases we will only accept card payments and customers must wear face masks while the transaction is being made. In addition, as they will be working alone, our lock staff may need to prioritise other tasks such as providing assisted passage which may mean a short wait for customers before they can be served.

In sharing this information with your contacts, can we please ask that you encourage them to be supportive of these measures which are intended to protect both our staff and river users.

If they prefer, and until we resume transactions at more sites, customers can continue to buy visitor licences from our National Customer Contact Centre by calling the Boat Renewal Line on 0330 159 1983.

Kind regards,

Maria Herlihy and Mark Hill
River Thames Waterways Managers