

bearBOATING

CANAL BOAT HOLIDAYS AND TRAINING

Holiday with Training - Review by Andrea Ellison

On 12 Apr 2017, at 16:59, Andrea wrote:

Dear Jeanette & Andy,

I wanted to drop you a quick email to thank you so much for what was a truly amazing weeks holiday on Molly Moo.

We all had the most incredible time... even our teenage kids loved it and they don't normally even breath the same air...so to be "stuck together" on a narrowboat for 7 whole days and actually have fun together with no arguing at all was just brilliant and quite frankly a miracle !

Anyway...the real reason I am messaging is to actually apologise.

When we first enquired with you and you asked about our previous experience and then sent back that lovely email saying that you genuinely felt we would benefit from taking the Helmsman's course as part of the first two days of our holiday and that you wouldn't ever risk the safety of any of your clients by just sending them out unprepared for what they might encounter along the journey.

My thoughts were...

- Why do I need that ?...
- It will be fine...
- I'm a quick learner...
- I did the Norfolk Broads as a kid...
- How flipping hard can it be ?...



and the biggie...

Do I really want to spend part of my holiday with a stranger joining us for the first two legs of our sailing ?

If I am honest... and it pains me to say it now... I was all for cancelling... It was Rich who pushed for it as he has no "experience" at all (If you can even call me as a kid watching my Dad crash about in a big white plastic cruiser with no locks or bridges on the broads "experience").

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He dug his heels in... we booked anyway (including the helmsman course)and I sulked a bit.

HOW WRONG CAN ONE PERSON BE !!!

It was one of the best parts of our whole week... Mark was funny, kind, knowledgeable, informative and an absolute pleasure to spend time with. He made those first two days really hands on and exciting for everyone... even the dog loved him!



We couldn't wait to carry on the rest of our trip with the confidence and knowledge that he gave us all... from handling locks like a crack formula one team down to stuff like how to tie the knots to stop us sailing away in the middle of the night lol.

It was only after sharing flights of locks with other holiday boat renters from another company (I'm not going to name them... but he was a bit of a grumpy arse when we happened to stop there for a pump out so you will possibly know who we are talking about anyway) where they had just been given the keys and sent on their way that we truly realised just how lucky we were to have found you at all.

I was chatting to another mum and her kids sat miserably on the lock side and refusing to get back on board until the locks had been cleared because they were terrified and didn't know what to do and not enjoying it AT. ALL. that I realised.... **that would absolutely have been us !**

What a completely different experience we were having compared to that poor family...

email me : andreaellisonphotography@gmail.com
My lovely website is: www.andreaellisonphotography.com
My shiny blog : www.andreaellison.co.uk
find me on Facebook: www.facebook.com/AndreaEllisonPhotography

www.bearboating.co.uk
Email admin@bearboating.co.uk