

# THAMES CRUISES LIMITED

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## NEW YEARS EVE CRUISE LAMBETH PIER

Please accept our sincere apologies for the long delay and inconvenience caused by the very late departure of our vessel on New Year's Eve. This delay was caused by an irregularity which was found during a routine police check just before the scheduled departure time.

We are sorry for the delay in answering your e-mails, but this was due to us being unavailable on Sunday the 1<sup>st</sup> of January and Bank Holiday Monday 2<sup>nd</sup> of January. You will be receiving replies to your e-mails and refunds over 3-5 working days and we would appreciate your patience during this period.

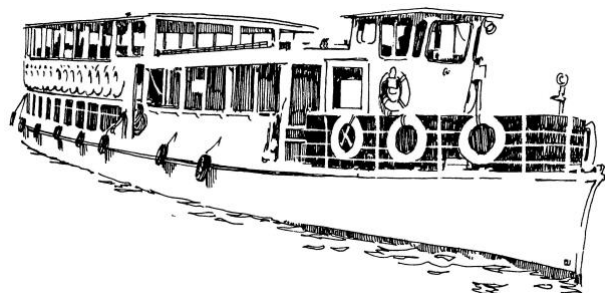
We would like to make clear that, contrary to a recent press report, neither the company or any of our staff were involved in any scams or fraud in connection with the cruise.

Also, the vessel was not overloaded, there was some congestion in the lower saloon, when owing to the late and hurried embarkation, all passengers tried to access the bar. We fully understand the anger and disappointment caused by this incident and this is shared by our staff who put in so much effort.

We apologise once again for any inconvenience caused and we will be working hard to bring this incident to a satisfactory conclusion.

Thames Cruises

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