



Before booking

- You can find out more information about our fisheries on our website wessexwater.co.uk/fishing
- Please review the information to anglers including rules, safety information and code of conduct.
- We strongly recommend checking the recent catch report to understand conditions.

How can I book?

We ask all customers who are able to book themselves in online to do so. This is a simpler, more secure process and means that our Rangers can spend more time providing face to face customer service and caring for our fantastic sites. Here are all the ways you can book:

Online

- The best way to book is through our online booking system, this can be found on our website: wessexwater.co.uk/fishing
- Booking online is easy and you can create an account so it remembers your details and also allows you to manage your own bookings up to 48 hours before they start.
- Payment is taken securely at the time of booking and a confirmation email will be sent. Please ensure that your personal information is correct as this can be used by your bank to check it's you and also means we are able to contact you if needed.

Over the phone

- We understand that not everyone is able to use a computer, so our team of Rangers are also able to take bookings over the phone. Please see contact numbers below.
- A card payment will be required at the time of booking.
- As our lodges are not always manned, the best time to try and call is around 9am in the morning. If you cannot get through then please leave a message including your number and we will call you back.
- Please note, a booking is not confirmed until payment is made - so an answerphone message alone will not secure your booking.

Contact us

Fishery	Type	Phone number
Clatworthy	Game	01984 624658
Durleigh	Coarse	01278 424786
Hawkridge	Game	01278 671840
Sutton Bingham and West Pond	Game	01935 872389
Tucking Mill	Coarse	07795 305989

In person

- Our team of Rangers are also able to take bookings in person at the lodge.
- As we are not always at the lodge the best time to do this is between 8am and 9am.
- If you need to place a booking in person outside of these times then please arrange a mutually convenient time to meet a Ranger in advance.

When can I book?

- Bookings can be placed on the day, there is no requirement to book days in advance.
- Even if you want to decide when you arrive, you can still book yourself in over the phone or in person as described in 'how can I book'.
- Bookings can be placed up to 14 days in advance.
- Tuition bookings must be placed at least 48 hours before the advertised start date in order to allow us to ensure a coach and equipment is available.
- You must have a valid booking, including payment, before you start fishing.

Why do I need to book?

Our sites are not permanently manned, ie, there is not always a Ranger in the lodge. We therefore need a single system that everyone can use to ensure that people are able to book the activities they want without the risk of turning up to find there isn't a boat or peg available.

All payments need to go through our booking system, although there are different ways you can do this described in 'how can I book?'. The use of secure online payments improves security and also reduces the time that staff have to spend reconciling payments and other administration - leaving them freer to help anglers and care for our sites.

Booking also helps us to know how many people to expect, who is fishing, and enables us to contact them should there be a problem.

Can I pay by cash / cheque on site?

We are moving to a CARD ONLY business. This is to improve security and reduce administration so that we can spend more time with our customers.

We are therefore unable to accept cash or cheque payments unless agreed in advance with a Ranger. We will only agree to take cash / cheques in exceptional circumstances where a customer is genuinely unable to make a payment by card.

Any cash or cheque payments must be made in person and received directly by a Ranger - we cannot accept cash being dropped through the returns box.

What if I want to decide whether to fish on the day?

We understand that some people may wish to check the conditions on the day before they decide whether to fish.

Day ticket anglers can book a place on the day, either online, over the phone or in person.

We also offer season tickets and books of tickets and from 2023 holders of these tickets will not need to book online unless they want a boat (as this is an additional cost). Therefore, for regular visitors these not only provide a financial saving, but also an easy way to turn up and decide on the day without needing the online booking system. Simply add the booking reference from your original purchase to a catch return and head out for some great fishing!

How do I book a boat?

- Boats must be booked prior to use; this can be done at the same time as booking your day ticket.
- Season ticket holders and those with books of tickets DO need to book boats in advance. A discount code will be provided to remove the price of the day ticket which they have already paid for.
- Anglers may bring their own electric outboards to use on Wessex Water fishing boats which do not have an engine. There is no additional charge for this.

What do I need to do when I arrive?

- **Review all relevant rules and safety information**, which is available on our website and on display in the lodges.
- **Have your booking reference available**. You do not need to print anything but do need the reference number eg, FISH-123456.
- **ALL anglers must report to the fishing lodge** where there is an angler's information area and permit area - even if they wish to park and fish elsewhere around the site.
- **Refer to information boards** for essential and useful information, including the daily weather forecast and the site map.
- **Complete relevant permit IN FULL**, putting the declaration in the returns box and keeping hold of the catch return section at the game fisheries.
 - Two fish, five fish, or season returns are available as blanks and a new one must be completed each visit.
 - Books of tickets already have the returns within them.

Have a great day's fishing!