

East Yorkshire SUP TERMS & CONDITIONS

By making a booking you agree that you have read and understood these terms and conditions.

- 'Sessions' refers to our lessons, coaching, paddle boarding events and experiences.
- 'Training courses' refer to our British Canoeing accredited training courses.
- 'Board hire' refers to board hire linked to our sessions

1. Booking

All bookings are secured by full payment via our online booking system. Once you have submitted your booking form, you will receive a confirmation email with the details and a link to our briefing, which provides you with everything you need to know before the day.

2. Ages

Any customer under the age of 16 years must be accompanied by an adult at all times when on the water and receiving tuition from East Yorkshire SUP. The parent or guardian needs to be aware and accept the risks involved in stand up paddle boarding and satisfy them accordingly.

For public group sessions paddlers must be at least 14 years old, for younger paddlers we can arrange private sessions and tailor these to your requirements.

3. Gift vouchers

Gift vouchers are paid in full at the time of purchase, are non-refundable and valid for 12 months from the date of issue. Gift vouchers can be a part payment for a purchase higher than the cost of the voucher. If the cost of the purchase is less than the value of the gift voucher, no refund can be given for the price difference. Gift vouchers can be redeemed against our sessions, training courses and board hire.

4. Natural disasters

No refunds will be offered if cancellation is due to an unforeseeable natural disaster or 'act of God'. We will offer you a credit voucher which can be redeemed against our services, including paddleboarding lessons, coaching, and our events and will be valid for 12 months from date of the cancelled lesson.

5. Cancellation by the East Yorkshire SUP

We aim to run all sessions, training courses and board hire as scheduled, however there may be rare occasions where East Yorkshire need to cancel your booking.

Sessions, training courses and board hire

- On the occasion of thunder and lightening forecast, strong river flow or strong winds, or if we fail to meet the minimum numbers to run the activity, we may have to reschedule or cancel your activity.
- We will always try and do this 48 hours in advance, with a minimum of 24 hours notice
- Your safety is our priority so if the conditions are not appropriate for your booking to be conducted safely, we will prioritise an alternative location for your booking. We reserve the right to change venues or activities as required, especially during the winter to ensure safety.
- If that is not possible and we have to cancel your booking, we will rearrange it to a future date, or offer a credit valid for 12 months. If neither option is suitable, we will refund your booking in full.
- If the conditions on the day aren't ideal but the session, training course or member activity is still taking place because the East Yorkshire SUP deem it safe to run, you will not be eligible for a refund.

6. Cancellation by the customer

There may be rare cases where you need to cancel your booking.

SUP sessions and board hire

- If you give more than 7 days notice: We will provide you with a credit valid for 12 months, or a free transfer/reschedule to a different session. If neither are suitable, we will issue you a full refund.

- If you give less than 7 days notice: The booking is fully chargeable. However, we will do our best to fill your place, and if we do, we will transfer your booking at no cost or give you a credit valid for 12 months.

Training courses

- If you give more than 30 days notice: We will provide you with a credit valid for 12 months, or a free transfer/reschedule to a different session. If neither are suitable, we will issue you a full refund.
- Less than 30 days notice: The course is fully chargeable. However, we will do our best to fill your place, and if we do, we will transfer your booking at no cost or give you a credit valid for 12 months.

Activities

- When booking socials (free to attend), we ask that you always book on in advance so we know who is coming, and cancel your place if you can no longer attend, with at least 48 hours notice so that someone else can take your spot.
- Trips:
 - If you give more than 7 days notice: We will provide you with a credit valid for 12 months, or a free transfer/reschedule to a different session. If neither are suitable, we will issue you a full refund.
 - If you give less than 7 days notice: The booking is fully chargeable. However, we will do our best to fill your place, and if we do, we will transfer your booking at no cost or give you a credit voucher valid for 12 months.

7. COVID-19

If you have symptoms of COVID-19 and Government guidance at that time requires you to self-isolate, which means you cannot attend your session, please contact East Yorkshire SUP at your earliest convenience. We will offer you to re-book your lesson or offer you a credit which can be redeemed against our services; lessons, coaching, paddle boarding events, experiences, socials and trips and will be valid for 12 months from date of the cancelled lesson.

When visiting the East Yorkshire SUP, we ask that you adhere to any social distancing requirements if that is in line with Government advice to keep yourself, our staff and our customers safe.

8. BOARD HIRE

Board hire is available as part of organised activities and we will allocate you a Red Paddle Co paddle board on the day, depending on our availability on the day. Please arrive at least 15 minutes prior to your board hire start time to get set up with your kit and equipment. Board hire includes a board, paddle, buoyancy aid, quick release belt, leash, We require all paddlers to wear a buoyancy aid, quick release belt and all paddlers under the age of 18 years old to wear a buoyancy aid on the water.

Hirers agree to return the kit and equipment on the stated day and time, in the condition in which they were received. East Yorkshire SUP reserves the right to charge for any damaged equipment at full retail price for a replacement or repair if deemed appropriate, regardless of how damage was caused. The Paddle Cabin reserves the right to withdraw and collect their equipment at any point and for any reason during a hire period. By hiring a board from us, hirers are accepting our terms and conditions, accepting responsibility for their own actions, safety and charges for returning the board late or damaging equipment.

9. Running late/parking

We are keen to ensure you get the most out of your session so we will start promptly at the agreed start time on the water. Therefore, always allow yourself 15 -30 minutes before the session starts to change, get kitted up and ready to go. We do not have reserved parking so please ensure you arrive in plenty of time to find suitable parking as parking can be limited. If you are running late to a private session, we can start late, but we will be unable to extend your session. If you are late to a mixed group open session, the group will have to wait for you to get on the water and we will not be able to extend your session.

10. Personal belongings

We are unable to store your belongings at East Yorkshire SUP while you are on the water, so do not bring any valuables with you. We can

provide drybags to keep your belongings in, however personal items are taken on the water at your own risk and the East Yorkshire SUP cannot be held responsible. Please bring your belongings in your own waterproof case, e.g. a water-tight Tupperware box, which will be placed inside a waterproof drybag and strapped to your board.

11. KIT AND EQUIPMENT

We feel strongly about you feeling most at home on the water. Therefore if you wish to use your own equipment for your session, we encourage you to do so. If a East Yorkshire SUP staff member feels your kit or equipment isn't suitable or has a safety concern, we will ask you to use our equipment for your session. To ensure your safety, buoyancy aids and waist leashes will be provided to you

12. Medical information

Prior to the session starting, you will be asked to complete a East Yorkshire SUP 'Pre-Paddle' questionnaire in which you acknowledge the associated risk and disclose relevant medical information – this may take time and we cannot extend your lesson if completing this form means your lesson is delayed in starting. Please note, our paddleboards have a maximum weight limit of 120 kg.

13. Behaviour and alcohol

Our vision at the East Yorkshire SUP is for everyone to feel at home on the water. To ensure we achieve this vision, we ask all our paddlers to conduct themselves in a way that reflects our principles both on and off the water. We cannot take customers on the water under the influence of alcohol or drugs prior to and during the session. If in our opinion, the participant is not considered to be sufficiently able to take part in their session, we reserve the right to exclude them from the session at any time, in which case we will not accept liability for any damages, loss or expenses, and fees paid will be non-refundable. If customers choose to ignore reasonable instructions, East Yorkshire SUP staff have the right to exclude them from the whole or part of their session and cannot accept any responsibility for any liability, loss or expenses, or damages arising as a result.

14. Liability

Participation in adventurous activities, including paddleboarding, entails some risk of injury. All staff employed by the East Yorkshire SUP are trained and appropriately qualified and insured to run sessions and will

at all times proceed in a manner to limit the risk of injury. However, with safety being at the heart of the East Yorkshire SUP, customers must accept that accidents and injuries can happen, and customers must take responsibility for their own safety. We will not accept liability for personal injury that happens as a result of customers not following instructions. We have Public Liability insurance in place, and personal insurance is recommended.

15. Your personal details

When you book with us, you give your consent for the East Yorkshire SUP to undertake photography and filming during our sessions to promote East Yorkshire SUP. This includes on our website, social media channels (Facebook and Instagram predominantly), emails and other branding and marketing materials as required. If you wish to withdraw your consent, or do not feel comfortable with filming, you can inform the staff on site at the time of your session who will try to ensure you are not featured in any photographs or filming where possible. If you are a parent or legal guardian, in addition we will ask for your verbal permission on the day for us to share photos and videos of any children under the age of 18 years old.

East Yorkshire SUP will hold all personal data provided at the time of booking in accordance with applicable data protection legislation and its internal data retention policies for a reasonable period of time and for no longer than ten (10) years from the date of your booking. More details can be found in our privacy policy on our website. We will never sell our customer information to third parties.