

Portishead SUP Co. Terms & Policies

Booking:

Full payment is required prior to attending a session in order to reserve a paddle boarding lesson/session.

Prior to the activity starting, you will be asked to sign our activity disclaimer form in which you acknowledge the associated risk and disclose any relevant medical information.

Health and Safety:

A full risk assessment will have been carried out at the venue of the activity and dynamic risk assessments will be carried out on the day of the session.

The instructor holds a current outdoor first aid certificate.

For safety reasons, it is compulsory for all participants to wear a buoyancy aid/pfd during lessons.

If participants choose to ignore reasonable instructions, the instructor has the right to exclude them from the whole or part of the session and cannot accept any responsibility for any liability, loss or expense, or damages arising as a result.

Medical concerns:

Always inform us of any medical conditions, disabilities or mental health conditions that may affect your ability to paddle board safely. These should be mentioned at the time of booking and in writing on the disclaimer form so that we can assess the ability for you/your child to paddle safely and make adaptations to the session where necessary/possible.

Liability:

The instructor will always prioritise customer safety. We will not accept liability for personal injury that happens as a result of participants not following instructions.

The instructor has Public Liability insurance. Other than in relation to death or personal injury where the instructor is proven to be negligent, the instructor's liability to you is limited to the booking fee paid by you. We do not hold personal accident liability. Participants may choose to arrange their own cover.

Under 18s:

The disclaimer form should be completed by a parent or guardian for under 18s. By signing on behalf of a minor, you agree to act "in loco parentis". Parents or guardians must either be on the water with the under 18 attending the session or, upon agreement, in close proximity on the bank at all times throughout the whole session.

By booking a family session, you confirm that children are between 8 and 17 years old.

Personal property:

We cannot be held responsible for any loss or damage to any personal belongings whilst attending an activity.

Facilities:

At our launch site at Portishead Marina, we do not have access to changing or toilet facilities. There are a number of cafes and restaurants nearby where you can purchase refreshments before or after your activity.

Please bring your own refreshments for the paddle, but be aware that you will need to be able to carry these safely with you during your paddle boarding session.

Cancellation policy:

Should any session be cancelled due to unforeseen circumstances such as adverse weather conditions, marina closure, injury or illness of the instructor, we will offer to reschedule the session or issue a full refund.

Please contact us in advance should you be unable to attend a session. We reserve the right to retain customer payments if cancellations are made within 72 hours of a booking. Please always call us where possible to explain as we may use our discretion to issue refunds within 72 hours of events.

Refunds/rescheduling due to covid:

All participants need to sign our disclaimer form prior to paddling, confirming that you have no symptoms of COVID-19 and that you have not been in close contact with anyone who has symptoms of COVID-19 in the last 14 days.

If you have symptoms of COVID-19 please follow NHS guidelines and stay at home. Inform the instructor so that we can cancel and reschedule/refund your lesson.

If you develop symptoms of COVID-19 within 48 hours of a session with us please contact us so that our instructor can isolate and get tested and we can inform other participants.