

TERMS & CONDITIONS

just SUP uk is a small business committed to giving you a great paddle boarding or kayaking experience and fantastic customer service.

In order to do this, we have a number of terms and conditions that will primarily ensure that you and your friends or family accompanying you, are safe on the water. The terms and conditions also allow us to run our business as effectively and efficiently as possible, whilst also maintaining our operational obligations to the location and river authorities.

SAFETY:

Your safety is our main priority. The following points are here to protect you and us.

- All participants of **just SUP uk** activities or events must complete and provide a signed copy of the **Consent & Medical Declaration Form**.
- By completing the Consent & Medical Declaration Form, participants are agreeing to follow the instructions of and co-operate with, **just SUP uk** staff and/or it's representatives at all times. Failure to do so may result in the participant(s) being prevented from participating in future activities or events.
- You may also be prevented from participating in an activity or event if **just SUP uk** and/or its representatives suspect that you are under the influence of alcohol or drugs.
- One person from each group of participants must carry a mobile phone when out on the water. **just SUP uk** will provide a waterproof case/bag free of charge expressly for this purpose. However, **just SUP uk** will not take any responsibility for any loss or damage to mobile phones (or any other electrical device) whilst participating in activities organised by **just SUP uk** or it's representatives. The customer is advised to check and/or test the case/bag prior to setting off on the river. You are welcome to provide and use your own waterproof case but **just SUP uk** accepts no responsibility for any loss or damage.
- All participants in any activity or event provided or organised by **just SUP uk**, must attend the 'pre-paddle briefing'. You will not be permitted on the water unless you have done so regardless of the number of times you have used **just SUP uk**.
- **just SUP uk** will not tolerate antisocial or aggressive behaviour towards its employees, representatives or other customers. Behaviour of this nature may result in the participant being prevented from using **just SUP uk** services and products then and in the future.

MINIMUM AGES:

- Participants under the age of 18 must be accompanied on the water by and remain within earshot and sight of, the legal parent/guardian at all times.
 - Participants must be aged 12 years and over to use a paddle board/kayak on their own as per above.
 - Participants under 12 years are only able to use a paddle board/kayak as a passenger and only when accompanied by an adult as per above.
- There is no maximum age as long as the participant is physically able to take part.

PAYMENT & CANCELLATIONS:

just SUP uk is a small business and by its very nature it is susceptible to adverse weather. Whilst we would all prefer paddle in beautiful warm sunshine, this is not always possible. Only **just SUP uk** can cancel or suspend an activity/event due to the prevailing conditions and this will only be done for safety reasons.

- All activities and events provided or organised by **just SUP uk** must be paid for in full, in advance via our website, telephone or in person.
- **just SUP uk** reserve the right to cancel or suspend any activity or event, at any time if the weather or river conditions are deemed unsafe. **just SUP uk** use the Met Office and Environment Agency data to make informed decisions based on the prevailing and forecasted conditions.
- If a pre-booked activity or event is cancelled due to unsafe conditions, **just SUP uk** will re-book the session at the earliest, safest and most convenient time to you.
- The cancellation or postponement of an activity on the part of a customer requires 48 hours notice. **just SUP uk** will then endeavour to rebook the session or issue a refund. Cancellations within 48 hours, or no-shows on the day, will not be refunded.

Please note that rain/wet/cloudy weather will not be accepted as a reason for the cancellation of a booking . The river is often at its most calm and beautiful when it rains...and paddleboarding/kayaking are water sports after all.

- **Gift Vouchers (GV) :**
GV are valid for 1 year from the date of purchase and can be redeemed against products and services purchased via the justsupuk.com website only.
GV or any remaining balances, cannot be refunded or exchanged for cash.

EQUIPMENT:

All equipment is inspected on the morning of each day that it is being used. It will also be checked upon each return. **just SUP uk** understands that accidents can happen and we believe that honesty is always the best policy. Here are the conditions of use of our equipment:

- All equipment should be treated with respect and returned in the same condition as when it was taken out.
- Customers must notify a member of staff or representative of **just SUP uk** if any damage is identified prior to use.
- Customers are expected to report any damage that occurs during the use of the equipment whether accidental or otherwise.
- If damage is deemed to be as a result of misuse, abuse or reckless use of the equipment, then repair or replacement of the equipment will be chargeable to the customer.

Under these circumstances, the charges are as follows:

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| ○ Puncture | £25 |
| ○ Loss of Paddle | £50 |
| ○ Broken or lost fin | £20 |

- If equipment is returned late, **just SUP uk** reserve the right to charge the customer a late return fee. The rate charged will be £10 for every 30 minutes the equipment is overdue. This is intended to minimise the impact upon subsequent customers who may have booked the equipment after you.
- **Just SUP uk** is not responsible for any personal articles/items belonging to participants of **just SUP uk** organised activities or events. Customers are strongly advised to leave valuables locked in their cars or with a friend/relative that is not participating in an activity.

LASTLY...

- **just SUP uk** may photograph or video participants taking part in activities or events. Please check our Data Protection & Privacy Policy regarding the use of images and/or video footage and also the Consent Form.