



Exmouth Watersports Ltd,  
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## **ALL BOOKINGS SUBJECT TO THESE TERMS AND CONDITIONS**

By submitting your booking you represent to us that you have the authority to make the booking on behalf of your party and that you accept on behalf of your party that the booking is subject to these Terms and Conditions. A contract exists as soon as we issue the Booking Form or the invoice is settled.

### **COURSE CANCELLATION:**

BY EXMOUTH WATERSPORTS LTD & EXMOUTH YOUTH CAMP. We reserve the right to postpone a course or part of a course as a result of unsuitable conditions, or other circumstances outside Exmouth Watersports Ltd's control. In this event a mutually convenient date to reconvene will be arranged. In the event that course minimum numbers are not met, where possible personal tuition may be offered for a shorter period of time with free hire, or the course will be rolled over to a mutually convenient date, or a course voucher will be offered. Refunds will not be given on courses or Summer camps.

### **BY YOU:**

If you/your child does not listen to safety instructions, then we reserve the right to exclude them from the remainder of the session in order to ensure the safety of the other participants. In this event, no refund will be given.

### **COURSE AND MONETARY VOUCHERS**

**COURSE VOUCHERS:** Course vouchers must be used within the time frame stated on voucher(s).

### **GENERAL CONDITIONS**

**INSURANCE:** Exmouth Watersports Ltd has full public liability insurance which covers all activities operated by the company. Personal insurance against loss, damage, injury or accident whilst visiting the site is the responsibility of the client. Exmouth Watersports Ltd accepts no liability for any loss, damage, injury or accident which is the result of negligence on the part of the client, however caused.

**CONDITIONS OF PARTICIPATION:** Clients must be water confident. Anyone suffering from any medical condition must notify Exmouth Watersports Ltd prior to booking and again on arrival to the centre. Whilst such medical conditions may not necessarily prevent

course participation. Exmouth Watersports Ltd can accept no responsibility or accident which resulted from any client's medical condition.

GDPR: We collect your name, email and phone number to ensure we can contact you prior to your course and then use this information to update you of future courses, no more than once a month. Your GDPR rights will be observed in full.

#### CUSTOMER SERVICE

Exmouth Watersports Ltd endeavors to deliver the highest level of customer service. In the circumstance we fail to meet your expectations we welcome your feedback. Please ensure that any problems regarding service is raised within 48 hours of the end of the course/ event that we may effectively deal with any issues.

#### PUBLICITY

For marketing purposes Exmouth Watersports Ltd occasionally takes photos and/ or video footage of water activities. If you do not wish images of your children to appear in our publicity material please inform us and school or youth groups we will request approved pictures if it is appropriate.

School camps, youth camps and activity days. We have a special clause for schools and groups whereby we take a 25% deposit for the camp or activity during the February of the year the booking occurs. We estimate final numbers, but with flexibility so that the final invoice is for the actual number of participants. Example. If you deposit is for 180 children but only 175 confirm then your final invoice will allow for the final number of 175.

Once booked and confirmed we still allow refunds for individuals with exceptional circumstances such as injury or illness, we reserve the right to see a copy of the doctors confirmation of the accident or illness.

All food allergies and intolerances must be supplied two weeks before the camp starts. We do not require information about the child and do not maintain a database with children's details. We also request information about medical, physical and water confidence considerations. We will review all medical and dietary disclosures prior to camp. If you have specified that there are medical or dietary requirements that need reviewing at the time of booking then your booking is not confirmed until we have reviewed and confirmed we are able to accept the camper with the disclosures made.

The camp is locked at very secure, all participants are expected to listen and obey safety instructions. Security is very important as is respecting the site and ensuring the safety of all students and teachers. We do not accept bullying, vandalism or any act of aggression, any person acting in any of the above manners may be asked to leave with no refund available.

Full risk assessments are complete for each activity and site, if you would like to see a copy of our policies and procedures, including child protection documentation, please contact our customer service team directly. All the team have a complete Enhanced DBS checked and have completed full in house training. Activity programmes are subject to change in the event of unsuitable weather, or other circumstances beyond our control.

