



Terms and Conditions

The following terms and conditions are to ensure effective engagement with the client and SUP Antics. Where this document refers to “the client(s)” it means whoever is making the booking with SUP Antics. Where an individual is booking on behalf of others, the group’s acceptance of these terms and conditions is given through the booking organiser.

These terms and conditions have been written with the intention to be as clear as possible. If you have any trouble understanding the document or have any questions or queries regarding its content, please get in touch before your booking.

N.B. The term “course” shall be taken to mean any training, assessment, session, trip, workshop, tour, experience, contracted work, or event arranged by SUP Antics.

Assumption of Risk

Taking part in any form of paddlesport, safety and rescue or outdoor pursuits involves an element of assumed risk. By participating in this course, you agree that you will follow all safety instructions given to you by the staff on the course. You also understand that you must take reasonable responsibility for your own safety where appropriate. All reasonable precautions will be undertaken by the staff on the course to keep you safe, but it must be understood that minor injuries can happen as part of these activities. During the course, it is your responsibility to look after your own personal belongings and your vehicle, SUP Antics cannot be held responsible for any loss to personal belongings sustained during the course. Any medical conditions must be declared on the booking form and any changes to this declaration must be passed onto the course staff prior to the course starting. You are advised to hold your own insurance for personal injury and third-party liability.

Disclosure of Medical

Any medical condition (and/or medication being currently taken) which affects your daily health and may impact on your involvement in the activity must be disclosed to the lead member of staff on the course, either prior to the activity or at the start of the course. Should medical information have changed since filling in the booking form the staff must be updated as soon as possible. These conditions include (but are not limited to) heart conditions, breathing issues, joint problems, vision issues, hearing impairment, allergies, asthma, spine/back pain, dizziness and any pre-existing or recent injuries/conditions.

Refusal to Engage

In the interest of your own and the group’s enjoyment and safety, SUP Antics reserves the right to refuse to engage with a client where their behaviour, medical condition and/or physical ability may make it unsafe or inappropriate to continue with an activity. In the interest of safety, we also reserve the right to refuse to engage with a client where the kit and equipment that they present with to a course is not at the appropriate standard. Where possible an alternative activity/solution will be offered to the problem if it is reasonable to do so.

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Venues Used

We will always aim to choose the best possible venue to operate in, considering your needs, the aims of the course and where appropriate the environmental requirement of the award being undertaken. Sometimes these venues may not be safe to operate in (eg too high/low water levels) and we may need to change to an alternative venue which may require additional transport and journey time. We will do our best to ensure that this has a minimal impact on the course. The situation may also arise where an alternative venue may not be available, in which case the course may be cut short or cancelled in the interest of safety. Where a course is cancelled due to a suitable venue not being available the course staff will discuss with the client the best course of action which may involve delivering the course on an alternative date or a refund being given for any training which could not take place.

Usage of Own Kit on Courses

You are responsible for your own kit and equipment during your course, any personal losses to kit and equipment will not be reimbursed by SUP Antics. You are advised to hold your own insurance for equipment loss/damage.

Usage of Kit and Equipment Provided

Please look after any kit and equipment you are given to use as part of your course. Should any damages/losses occur out of negligence or lack of care we may seek to recover the cost from either yourself or your group.

Indoor Pool Sessions

Indoor pool sessions provide an excellent environment for learning, with pool water temperature of approximately 28 Deg C. These sessions have their own special additional requirements that must be met;

- In order to prevent possible damage to the pool, only inflatable paddle boards of 12' and under will be allowed in the pool, ie no rigid or hard boards
- All equipment, ie boards, fins, paddles, leashes, waterproof bags, buoyancy aids / PFDs etc will have to be scrupulously clean. All equipment will be inspected and may be rejected if found to be dirty.

No refunds will be given for sessions cancelled due to non-compliance with the above points.

Payment of Additional Fees

Unless expressly included as part of your course cost SUP Antics is not responsible for paying any travel costs, car park (or parking fine) charges incurred, water access fees / license, venue fees, or meals. For some courses, the certification/registration fees which will be charged in addition to your course cost (usually payable on the day, ie British Canoeing certificate etc).

Replacement Staff

In some instances, it may be necessary to use other staff to provide the training/course. This may be at the request of the client or due to the need to bring in a specialist holding technical expertise in a specific field. Where it is known at the point of booking that alternative staff will be required to deliver a course/training (e.g. Dave Brown unavailable) you will be made aware of this immediately. If there are unforeseen changes to the staffing on a course you will be made aware of this change at the earliest possible opportunity.

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Reserving a Place on a Course

Unless agreed prior to your booking, once you have completed and returned a booking form you need to arrange full payment for your course.

Cancellation of Courses

Due to unforeseen circumstances, it may be necessary to cancel a course. We will always aim to give you as much notice of this as possible. Where appropriate we may be able to bring in an alternative member of staff to deliver the course, rearrange dates or offer a refund. Any additional costs or losses incurred as part of a cancellation (e.g. transport/accommodation) will not be reimbursed by SUP Antics. You are advised to hold your own insurance for losses due to cancellation.

Client Cancelling or Amending a Booking

It may be necessary for you to amend or cancel your booking with SUP Antics. You must inform us as soon as possible so that alternative arrangements can be made. When the client amends (changes numbers or dates) or cancels the booking the following timescale regarding payment for the booking shall be used.

Outdoor Courses

- Amendment or cancellation more than 28 days before the course date – 25% loss of value will apply
- Amendment or cancellation 14 – 28 days before the course date - 50% loss of value will apply
- Amendment or cancellation less than 14 days before the course date – full payment will be lost

Indoor Pool Sessions

- Amendment or cancellation more than 28 days before the course date – 25% loss of value will apply
- Amendment or cancellation less than 28 days before the course date – full payment will be lost

Complaints

We will always do what is possible to ensure that you have the best experience during your course with SUP Antics. Should you have an issue regarding the level of service you have received or if your expectations are not met during your course, please contact us as soon as possible and we will do our best to resolve the issue.

Notes

1. All participants must be at least 18 years old.
2. Occasionally we take photographs of activities for our promotional material. Please advise your coach if you prefer not to be in any photos.
3. The required equipment list for your course will be issued with your booking form.

Before engaging in any course with SUP Antics please ensure you have read and agree to these terms and conditions.

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