

EASI™ Operator Scheme Agreement

Last Updated: 20 September 2026

Effective Date: 19 September 2026

The current version is always at <https://easi.network/operator-agreement>

About this agreement

This is the agreement between EASI™ and an operator business — a school or rental operation — that applies to join the EASI register. An operator accepts it when applying through the EASI app, or by signing a copy. Accepting it is what puts a business forward for verification; it does not by itself confer EASI recognition.

The deal in brief

There will always be a free way to be an EASI operator, and EASI takes no commission on your bookings. You keep to a short Basic Standard, and you can challenge any rule in it. A rider's record travels with them from operator to operator, so you can see who you are handing a board to. Log your sessions and every rider's record gets more useful, to you and to every operator they ride with next. You decide who rides with you. You can leave on 30 days' notice. This summary is here to help you read the agreement; the clauses below are the agreement.

Parties

This agreement is between EASI Network Ltd, a company registered in England and Wales under company number 17422090, whose registered office is at First Floor Office, 3 Hornton Place, London W8 4LZ, United Kingdom, trading as EASI (the "Scheme Owner"), and the business named in the application (the "Operator").

1.0 What EASI recognition is

1.1 EASI publishes the EASI Basic Standard for eFoil operators (the "Standard", see 10.0) and keeps a register of recognised operator businesses. A recognised operator is listed in the EASI app — in the operator directory, and on the map once the Operator has given a business location we can place — for as long as its recognition is current. Recognition is not accreditation, and it carries no government or UKAS status (see 6.0).

1.2 Recognition applies to the Operator as an organisation. It is not a certification, licence, qualification or endorsement of any individual person, and it is not a guarantee of the Operator's services.

1.3 EASI may record an operator tier against the Operator's recognition. A tier is EASI's own assessment of the business: EASI sets it, the Operator does not. EASI publishes what each tier means and sets tiers against what it has published — never on the size of the Operator's business, its number of bookings, or anything it pays EASI. Where a higher tier carries a fee, the fee pays for the checking; it does not buy the result. EASI gives its reasons in writing when it lowers or withdraws a tier, and the Operator may appeal under 10.6.

1.4 Recognition is not permanent. EASI may record a date by which recognition has to be renewed, and recognition that is not renewed by that date lapses.

1.5 EASI is a shared record. A rider's logged sessions, and the rider levels operators have awarded them, go with that rider from operator to operator, wherever they ride, as far as the rider chooses to show them (see 9.3). So do the Incident Records (see 3.5) that EASI shares across the scheme (see 9.2). That is how an operator can see who it is handing a board and battery to before it hands them over. The operator directory lists the most complete operator profiles first and shows each one's operator tier, so an operator that keeps its profile and its records up to date is easier for riders to find. The more operators log, the more every rider's record is worth. That is what gets eFoils off the land and riders flying over the water.

2.0 What the Operator confirms

2.1 The Operator confirms that the information given during verification is true, including its legal existence and ownership, that it holds valid liability insurance appropriate to its eFoil operations, and its operating history. Insurance appropriate to its eFoil operations means cover for each activity the Operator offers, including unsupervised rental if it rents boards. If no insurer where the Operator works will cover unsupervised rental, the Operator will not offer it, or will ask EASI for a variation under 10.5.

2.2 The Operator will keep this information current and its insurance in force.

2.3 EASI may ask for evidence of that insurance. EASI records what it has checked, including the date the policy runs out, and treats a policy that has run out as insurance that is not in force.

3.0 What the Operator commits to

3.1 To operate in accordance with the Standard, in the edition in force under 10.0.

3.2 To cooperate with EASI verification – interviews, video calls, site visits – and with scheme audits as EASI introduces them. EASI will give at least 14 days' notice of a site visit, except after a serious incident, and will try to avoid the Operator's busiest times. Verification for recognition costs the Operator nothing. Checks for a higher operator tier that the Operator chooses to apply for are on the terms EASI publishes for that tier.

3.3 To keep honest records on the EASI platform, including confirming rider sessions only where they actually took place.

3.4 Not to misrepresent the scheme. In particular, not to claim or imply that EASI recognition carries government or UKAS status, or that EASI certifies, licenses or approves any individual.

3.5 Where the Operator writes Instructor Notes or Private Instructor Notes, or makes an Incident Record about a rider, to record only what is accurate and relevant to safety, equipment, conduct, progress or payment. Instructor Notes are notes on a rider's session written for that rider, who can read them in the app. Private Instructor Notes are notes on a rider's session for the Operator and its instructors, and are not displayed to the rider in the app. An Incident Record is what the Operator records with Record an Incident in the app, and is not displayed to the rider in the app. In the app, an Incident Record can be seen only by the business and instructors who made it, and by EASI, and EASI may share one across the scheme (see 9.2). Data-protection law entitles a rider to a copy of what EASI holds about them, so a rider who requests their data receives all three in full, without EASI reviewing them first and without notice to the Operator. The Operator should therefore write every

note on the basis that the rider may one day read it. Where a rider disputes an Incident Record, it is shown marked as disputed, with the rider's statement attached, and the Operator will correct or withdraw a note it wrote if it is wrong.

3.6 Where the Operator adds someone to a session who does not hold an EASI account — by name, with a phone number or email address if the Operator gives one — the Operator can send that person an invitation to join EASI from the app. Whether to join is the person's own choice. EASI keeps the name and contact details so that, if the person joins and confirms them, the sessions they were already in come with them, and so that any Incident Record made about them stays connected to them whether or not they ever join. It is shared with other operators only as 9.2 describes. EASI uses those details only for the invitation, for connecting sessions and for Incident Records, and does not market to them on anyone else's behalf. Where the Operator has made an Incident Record about someone without an EASI account, EASI's invitation tells that person that a record exists and how to get a copy. If the Operator does not send an invitation, the Operator will tell the person itself.

3.7 To use what the platform shows it about riders only on the terms in section 9.0.

3.8 Where the Operator appoints a person as an instructor on the EASI platform, to give that person the EASI Instructor Agreement when it makes the appointment, and to tell them they accept it in the app. That agreement is between EASI and that person, and accepting it is their own decision. From the date that agreement is in force, EASI lists an appointment only once that person has accepted it; an appointment already listed before that date stays listed, and EASI asks the person to accept the agreement. That agreement puts no charge on the Operator: any EASI fee under it is that person's own, EASI never bills the Operator for each instructor it appoints, and where the Operator chooses to settle someone's fee that is a matter between the two of them. The Operator hands the agreement over; it does not speak for EASI about it, and nothing the Operator says about it adds to it or changes it. Who the Operator appoints, and whether that person teaches for the Operator, stays the Operator's decision (see 5.1) — this clause is about EASI's own listing of the appointment and nothing else.

4.0 What EASI provides

4.1 Listing on the EASI register, shown in the EASI app's operator directory, and on the map once the Operator has given a business location we can place, for as long as the Operator's recognition is current.

4.2 Use of the EASI recognised-operator mark, on the terms EASI publishes for it at <https://easi.network/brand-rules> (the EASI Brand Rules). EASI will give 30 days' notice of any change to those terms.

4.3 Access to the EASI platform, on the terms in section 9.0.

4.4 The location field in the Operator's profile editor offers address suggestions. What the Operator types into that field is sent to Google Maps Platform to produce those suggestions.

4.5 There will always be a free way to be an EASI recognised operator. Recognition costs nothing, EASI takes no commission on the Operator's bookings, and EASI does not require the Operator to take bookings or payments through EASI. The free option will always include being listed, logging sessions, and seeing riders' records under section 9.0, and the EASI recognised-operator mark goes with recognition rather than with a subscription, on the terms in 4.2. EASI may offer a paid subscription for more advanced features, and a feature that is free now may later become part of it.

EASI will give the Operator at least 60 days' notice before a feature it uses moves into a subscription. One of those moves is already settled, and EASI is saying so now rather than at the last minute: from 1 January 2028, recording a rider-level award from the Operator's own account is part of the paid subscription. Nothing changes before then — awarding is free for every recognised operator through launch and the whole of 2027 — which is more than a year's notice, not the 60 days this clause sets as the minimum. The subscription covers the recording and never the judgement: the assessment stays the Operator's (see 5.2), what a rider has earned is the honest assessment of whoever taught them, and EASI records that rather than conferring anything. A subscription is not the only route either: an instructor the Operator has appointed, who holds a current EASI listing of their own, records an award from their own account within the limits of that appointment, for a rider they taught or assessed themselves, whether or not the Operator subscribes.

4.6 EASI will tell the Operator without delay if a security breach at EASI affects Instructor Notes, Private Instructor Notes or Incident Records the Operator made, or data about riders the Operator has served.

5.0 Independence and responsibility

5.1 The Operator is an independent business. It is solely responsible for its own services, training, staffing, equipment and safety decisions, and for any credentials it issues to its own customers or staff. That includes anyone the Operator appoints to its staff on the EASI platform: the appointment is the Operator's decision, and the Operator is responsible under this agreement for what is done through the platform on the strength of it. Nothing in this agreement or the Standard requires the Operator to take any rider out or rent to them, or to accept another operator's rider level or record in place of its own judgement. The Operator may always refuse a rider for a safety reason.

5.2 EASI does not train, examine or assess any individual, and issues no certificates of competence to individuals. A rider level is assessed and awarded by a recognised operator — or by an instructor that operator has appointed to its staff, within the limits of the appointment — and recorded by EASI. An appointment the Operator makes carries an instructor tier, which the Operator sets. The tier belongs to that appointment and ends when it ends, and EASI keeps the record of it. The EASI app lets an appointed instructor award only the rider levels their tier allows. The instructor tiers are described at <https://easi.network/instructor-tiers> (the EASI Instructor Tiers page); that page is there to explain them and is not part of this agreement. A rider-level award is the operator's award and stays the operator's award. Because it is the Operator's, the Operator may also withdraw a rider level it awarded: a withdrawn award is marked as withdrawn rather than erased, and the level stops appearing on the rider's record.

5.3 EASI accepts no responsibility for the Operator's services.

6.0 Nature of the scheme

6.1 EASI is a private, voluntary industry scheme. It is not accredited by, or affiliated with, the United Kingdom Accreditation Service (UKAS), holds no recognition under retained Regulation (EC) 765/2008, and is not a national accreditation body.

6.2 EASI recognition applies to operator businesses only and carries no government or UKAS status.

7.0 Term and removal

7.1 Either party may end this agreement by giving 30 days' notice in writing. The Operator gives notice to EASI at admin@easi.network. The Operator stays listed until the notice period ends.

7.2 EASI may suspend the Operator's listing at once for misrepresentation, lapsed insurance, or conduct creating a serious safety risk. A suspension for lapsed insurance is lifted when the Operator shows its cover is back in force. EASI may remove the Operator from the register for any of those reasons after telling it what the concern is and giving it 14 days to answer, or at once where the Operator has deliberately misrepresented itself.

7.3 Where EASI suspends or removes an Operator, it will give the reason in writing, and the Operator may appeal under 10.6.

7.4 A suspension is reversible and can be lifted; a removal is not. EASI may also suspend the Operator's listing while it looks into a matter. It will give its reasons in writing when it does, and a suspension of that kind lasts no longer than 30 days unless EASI tells the Operator in writing why it needs longer. Clause 7.3 applies to every suspension.

7.5 Recognition also ends by lapsing, where it is not renewed by the date EASI has recorded under 1.4. A lapse is not a finding against the Operator. It means the Operator's recognition has not been checked recently, which is what the record then says.

7.6 Ending this agreement, however it ends, does not undo the following.

- (a) Records already made stay. Sessions the Operator confirmed, rider levels it awarded, and the Instructor Notes, Private Instructor Notes and Incident Records it made remain part of the riders' records. A rider-level award is a record of what the Operator decided and when; it is not removed because the Operator later leaves the scheme.

- (b) EASI keeps the record of acceptance described in 8.4.

- (c) The Operator's obligations about rider data — 3.5, 3.6 and section 9.0 — continue after this agreement ends.

- (d) Access does not necessarily stop by itself. If any part of the EASI platform is still reachable from an account the Operator or its staff control after this agreement ends, the Operator must not use it, must not look at data about riders through it, and must tell EASI.

- (e) The grant in 4.2 ends when this agreement ends, on the terms EASI publishes for the mark.

8.0 Assignment, earlier agreements, the record of acceptance and notices

8.1 Until 26 August 2026 the scheme was operated by Riley Grey, trading as EASI. EASI Network Ltd was incorporated on 26 August 2026 and the scheme, and every agreement made under it, transferred to that company on that date. Where an Operator accepted an earlier version of this agreement, that agreement now takes effect between the Operator and EASI Network Ltd on these terms, from 30 days after EASI tells the Operator about this version. The Operator may leave under 7.1 before then.

8.2 EASI may transfer this agreement to a successor company operating the scheme, on written notice to the Operator. The successor takes on EASI's promises in this agreement, and the Operator may leave at once if it does not want to continue with the successor.

8.3 The Operator may not transfer this agreement without EASI's written consent.

8.4 When the Operator accepts this agreement in the app, EASI records the date, a version reference, the wording of the acceptance statement shown on screen, the business name, the legal entity name, company registration number and country of registration given, and the name and role of the person who accepted. That record is the written record of the acceptance. It is not edited afterwards, and it is not deleted if the account it was given from is later deleted.

8.5 Notices under this agreement are given by email to the address on the Operator's account, and by WhatsApp to the number on the Operator's profile where one is given. The Operator gives notice to EASI at admin@easi.network. Every period in this agreement is counted in calendar days, starting the day after the notice is sent.

9.0 Rider data – what the Operator may see, and what it must do with it

9.1 Access to the EASI platform is given so that the Operator can run and record sessions, confirm who took part, assess and award rider levels, and decide whether to take a rider out or rent to them. It is given for those purposes, and not as a data source for anything else.

9.2 The platform shows the Operator more about a rider than that rider's public profile shows. In particular, the Operator can see:

- (a) a rider's logged sessions, as far as the rider has chosen to show them, and the detail of a session;
- (b) on a session the Operator ran, the Instructor Notes and Private Instructor Notes on that session, and the name and contact details of anyone added to it without an EASI account;
- (c) Incident Records made by the Operator's own business, and Incident Records EASI has shared across the scheme. EASI shares an Incident Record across the scheme only where it concerns equipment, payment or safety and another operator would need it to decide whether to take that rider out;
- (d) a rider's equipment, which the app shows to signed-in members unless that rider has turned it off.

Instructor Notes on a session can be read by the rider they are about, by whoever ran the session and the instructors on it, and by EASI. Private Instructor Notes can be read only by whoever ran the session, the instructors on it, and EASI. Neither is shown to any other rider.

9.3 That access is not self-limiting, and "the platform showed it to me" is not a reason. The Operator may look only where it has a genuine reason connected to its own operation. Riders choose what their profile shows – including whether their sessions are visible to everyone, only to recognised operators and to instructors whose identity EASI has confirmed ("ID confirmed" in the app), or to nobody – and where a rider has chosen not to share something, the Operator must not go looking for it another way. The Operator may ask the rider to show it, and may decline to take the rider out if the rider says no.

9.4 The Operator will use what it sees only for the purposes in 9.1. It will not pass it to anyone outside its own business, publish it, use it for marketing, sell it, or copy it out of the platform to build its own record of riders. This does not cover information the Operator collects itself from its own customers and keeps in its own booking or customer records: that stays the Operator's own. And the Operator may keep, in its own records, what it relied on for a decision about a rider it actually served, for as long as it needs it for insurance or legal claims.

9.5 The Operator will treat anything it sees about a rider that is not on that rider's public profile as confidential, keep it secure, and give access to it only to the people in its own business who need it for those purposes. The Operator is responsible for what is done through its own account and through the accounts of the staff it appoints.

9.6 The Operator will tell EASI without delay, at admin@easi.network, if data about a rider obtained through the platform is lost, disclosed, or accessed by someone who should not have had it.

9.7 The Operator is responsible for complying with data protection law in its own use of anything it sees through the platform.

9.8 When this agreement ends, the Operator will stop using rider personal data obtained through the platform, and will delete anything it holds outside the platform, except as 9.4 allows or the law requires.

10.0 The Standard, changes, challenges and appeals

10.1 The Standard is the EASI Basic Standard, published at <https://easi.network/standards>. It is short on purpose: it sets the minimum every recognised operator keeps to, wherever it operates. Where local law or the manufacturer's instructions are stricter, the stricter rule applies. It is the minimum for membership of the scheme, not a complete statement of how to run an eFoil operation safely.

10.2 EASI is also drafting a fuller standard for higher operator tiers. It binds the Operator only if the Operator applies for a tier that uses it.

10.3 EASI will give the Operator at least 60 days' written notice of any change to the Standard, and at least 30 days' written notice of any change to this agreement, with the new text. A change does not apply to the Operator before its notice period ends, except where EASI needs it sooner to deal with a serious and immediate safety risk, and then EASI will say why. An Operator that does not accept a change may leave under 7.1 before it applies, and leaving for that reason is not a mark against it.

10.4 Any recognised operator may challenge any rule in the Standard, at any time and at no cost, by writing to EASI at admin@easi.network and saying why. EASI will answer in writing within 30 days, with its reasons, and will publish the challenge and its answer without naming the Operator, unless the Operator agrees to be named. A rule that is being challenged still applies while the challenge is open.

10.5 An Operator that accepts this agreement and the Standard, but cannot meet a rule the way it is written because of where it operates — its water, its local law, its season — may ask EASI for a variation, saying how it will meet the purpose of the rule another way. A variation EASI grants is given in writing, counts as keeping to the Standard, and is listed publicly with its reason, so any other operator can see it and ask for the same.

10.6 The Operator may appeal against a decision to suspend or remove it, to lower or withdraw its operator tier, or to refuse a variation, and against EASI's answer to a challenge under 10.4. An appeal costs the Operator nothing and is heard in two steps.

(a) First, EASI reviews its own decision and answers in writing, with its reasons, within 14 days.

(b) If the Operator is still not satisfied, it may take the appeal to a panel of three operators from the EASI Founding Operator group — recognised operators that EASI invites to hear appeals, whose names EASI publishes. None of the three may operate in the Operator's area, compete

with it, or have taken part in the decision. The panel hears the Operator, sees the evidence EASI relied on, and gives a written decision with reasons within 30 days. EASI will follow the panel's decision.

(c) Until the Founding Operator group has at least five operators, EASI decides the appeal itself at step (b), in writing and with its reasons.

Outcomes of appeals are published without naming the Operator, unless it agrees to be named.

10.7 EASI will not treat a challenge, a request for a variation or an appeal as a mark against the Operator.

11.0 Governing law

11.1 This agreement is governed by the law of England and Wales.

11.2 EASI and the Operator will first try to settle any disagreement through the challenge and appeal routes in 10.0.

11.3 If that does not settle it, the courts of England and Wales may decide it. Where the Operator is based outside the United Kingdom, EASI will only bring a claim against it in the Operator's own country.

11.4 This agreement is written in English. EASI may provide translations; if a translation says something different, the English text applies.

12.0 Contact

12.1 Questions about this agreement:

EASI Network Ltd

First Floor Office, 3 Hornton Place, London W8 4LZ, United Kingdom

Registered in England and Wales, company number 17422090

Phone: +44 20 3996 8736

Email: admin@easi.network

See also: Rider Levels (<https://easi.network/rider-levels>), Instructor Tiers (<https://easi.network/instructor-tiers>), the EASI Instructor Agreement (<https://easi.network/instructor-agreement>), the EASI Basic Standard (<https://easi.network/standards>), the Brand Rules (<https://easi.network/brand-rules>), our Terms of Use (<https://easi.network/terms-of-use>) and our Privacy Policy (<https://easi.network/privacy-policy>).