



Following receipt of this document and partaking in sports at Quays Wake & Ski, you acknowledge that you have read the following terms & conditions.

These Booking Terms and Conditions apply to the booking of any activity at Quays Wake & Ski (the 'Activities'). Party and group bookings have separate booking Terms & Conditions.

1. Booking & Payment

- a. No booking shall be deemed to have been accepted unless an email confirmation has been received.
- b. All non-member bookings require full payment on booking. Under no circumstances can we reserve slots unless payment has been received.
- c. These Booking Terms and Conditions incorporate Quays Wake & Ski's Risk Acknowledgement and Consent Form, which you will be required to sign before being allowed to undertake the Activities.
- d. You must advise Quays Wake & Ski as soon as possible of any mistake in your Quays Wake & Ski booking confirmation.
- e. Quays Wake & Ski shall use its reasonable endeavours to ensure that your participation commences at the time booked and it shall be the responsibility of each participant to ensure that they arrive in sufficient time. Late arrivals may not be permitted to undertake the Activities and no refunds or compensation will be payable in such circumstances.
- f. Payment can be made through our online booking system (using PayPal secure pay) or over the phone stating card details to a member of our staff. Cash can also be used when booking in person.

2. Cancellations

- a. Any requests for cancellation must be made at least 48 hours before the booking time. Cancellations can be made by telephoning 01252 524 375 or emailing info@quays.co.
- b. You shall be entitled to a full refund subject to Quays Wake & Ski receiving your request for cancellation at least 48 hours before the booking start time. Any cancellations after this point or 'no shows' will not be eligible for a refund, regardless of illness, injury, traffic etc. Do not assume a cancellation has been completed until you receive an cancellation notification email.
- c. Quays Wake & Ski shall be entitled to cancel your booking at any time. In the event that Quays Wake & Ski decides to cancel your booking we shall use our reasonable endeavours to notify you as soon as possible. You will be entitled to a full refund in the event of cancellation under this clause, but no other compensation shall be payable.



d. Quays Wake & Ski is a member's club and members have priority booking. A Quays Wake & Ski member can request to move your booking up to 48 hours before the start time. In the event that this occurs we will endeavour to reschedule your booking as close to the original start time as possible. If we cannot agree a suitable replacement time the payment for your booking will be credited to your Quays Wake & Ski account for use on another date.

e. In the event that it proves necessary to close the Activities for reasons beyond the control of Quays Wake & Ski and in circumstances where you have commenced participation in the Activities, you shall not be entitled to any refund (in part or in whole). In such circumstances Quays Wake & Ski may, but shall not be obliged to, offer alternative booking slots.

f. In the event of thunder and/or lightening we will cancel all activities on the water until such weather passes. In this instance you will be entitled to a full refund. Activities will still operate in heavy rain and wind.

3. Refunds

a. Payments made by debit or credit card will be refunded to the same card or, if the card has subsequently expired, by cheque. Payments made by Gift Voucher will be refunded by the issuing of a replacement Gift Voucher to the same value.

b. Where multiple forms of payment are used, Quays Wake & Ski reserves the right to refund any monies due on a refund or amendment by credit or cheque.



ACTIVITY TERMS & CONDITIONS

Following receipt of this document and partaking in sports at Quays Wake & Ski, you acknowledge that you have read the following terms & conditions. You are agreeing to abide by the club rules and safety instructions.

You further agree and acknowledge that Quays Wake & Ski will not be held responsible for any personal injury, loss or damage to personal possessions or property caused by failure to abide by these terms & conditions.

1. General

- a. Before taking part in any Activity you will be required to sign a Risk Acknowledgement Consent Form. Participants under the age of 16 will require a signature from a parent/guardian over the age of 18.
- b. Quays Wake & Ski reserves the right to refuse admittance to the Activities or to remove a participant from the Activities should we deem it necessary to do so. This includes a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.
- c. Buoyancy aids and safety equipment must be worn at all times when participating in the Activities.
- d. All children under the age of 16 must be accompanied by an adult.
- e. No activities will run in the event of thunder and lightening.

2. Timekeeping

- a. A 15-minute set runs from the time the driver/operator arrives at the dock and is ready to begin.
- b. In the instance of a late arrival your slot will not be extended. It is your responsibility to arrive on time and be ready on the dock for the start of your set.
- c. Returning to the dock is entirely at the driver's discretion.

3. System 2.0

- a. Do not run or jump off of the System 2.0 dock.
- b. Do not climb the System 2.0 tower.
- c. A helmet must be worn at all times when partaking in a System 2.0 Activity.
- d. Whilst on the System 2.0 dock you must obey the operator's instructions at all times.
- e. Your equipment (hired or your own) is your responsibility on the dock. Please keep neat and tidy to avoid injury to other users.
- f. Obstacles are used at your own risk. Quays Wake & Ski cannot be held responsible for any personal injury or damage to equipment in the event that you misuse the obstacles.
- g. Before using the obstacles you must first inform the operator.

4. Boat(s)

- a. NO food, drink, shoes or smoking in the boat.



- b. When entering and exiting the boat you must wait for the driver to signal you to do so. Please only step on the non-slip pads.
- c. You must follow the boat driver's instructions at all times when in the boat or taking part in the Activity.
- d. Any spectators who are unable to swim must wear a buoyancy aid. All spectators under 16 must be accompanied by an adult.
- e. Do not stand up in the boat when it is moving.

5. Equipment Hire

- a. Use of hire equipment is at the participants own risk.
- b. Equipment is your responsibility, if damaged or missing at the end of your session you will be required to pay a £50 fine.

6. Stand-Up Paddleboarding

- a. Stay within the designated area as shown to you during your safety briefing.
- b. Anyone under the age of 16 must be supervised by their parent or legal guardian from land, otherwise they will be prohibited from going on the water and a full refund will be given. Children under the age of 12 must be accompanied by an adult on the water and children under the age of eight must be accompanied by an adult on the same board.
- c. Do not cross into the boat lane under any circumstances. Give fisherman a wide berth.
- d. We ask that you take care with the equipment at all times. Equipment is your responsibility, if damaged or missing at the end of your session will be required to pay a £50 fine.
- e. At the end of your session please return your boards and paddles to the shore. If still in the water they will float away or damaged.