

Terms & Conditions

Definitions

- In these Terms and conditions, the words 'we', 'us' and 'our' mean or refer to Sea Kayak Exmouth. The words 'client', 'you' and 'your' mean or refer to any person who enters into a contract with The Outdoor Experience. The words 'course' or 'trip' mean or refer to any activity package organised by Sea Kayak Exmouth.
- Sea Kayak Exmouth's registered office address is Woodland Lodge, Bystock, Exmouth, Devon, EX8 5ED

Your responsibilities

- Canoeing and kayaking are assumed risk, water contact sports that may carry attendant risk. You are aware that the activities you are to take part in are of a strenuous and adventurous nature. You acknowledge such risk and therefore accept the need for responsible behavior, including listening to and following safety instructions. Safety decisions made by the instructor are final.
- You must not be under the influence of Alcohol or Drugs.
- You must be physically fit enough to take part in the activity and able to swim whilst wearing the clothing you will be wearing for the activity.
- You must wear appropriate clothing/footwear for the activity and bring any other reasonably required items such as water or sun cream as detailed in our kit list.
- You maintain responsibility for your own personal belongings both if left at the centre and if kept with yourself.
- It is your responsibility to disclose to the instructor any injuries, medical conditions, dietary restrictions, or other information that may affect your safety or enjoyment of the session.
- We reserve the right to cancel your trip due to inappropriate behaviour or not disclosing medical information which may affect the safety or enjoyment of the trip by yourself or other trip members.

Bookings and Payment

- Bookings are not confirmed until full payment is received.
- Payments can be made by credit or debit card over the phone or website. Bank details are available on request for bank transfer.
- Upon booking the Client agrees to the booking Terms and Conditions.

Cancellations and refunds

- If you cancel over 8 weeks before the start of the course we will refund 75% of the full trip/course fee, over 4 weeks 50% of the fee, less than 4 weeks 0% refundable. No shows on the day are not refundable.

- If you request any changes to the date or time of the trip, Sea Kayak Exmouth will endeavour to offer an alternative time or date subject to availability.
- Our trips usually require a minimum of people to run - this may be as low as two, although it could be higher for longer courses. Where the minimum is not met, Sea Kayak Exmouth will offer an alternative date/course or full refund.
- Sea Kayak Exmouth reserves the right to change trip location due to weather or conditions and the coaches' decisions on this are final.
- Sea Kayak Exmouth rarely cancels courses due to adverse weather conditions and we will make every effort to run the course, usually by finding a more sheltered location. No refunds are given if the client does not show up on the day due to bad weather. However, if we feel that safety or the course quality may be compromised, we may have to cancel up to and including on the day. If this happens, Sea Kayak Exmouth will offer an alternative date/course or full refund.
- Sea Kayak Exmouth can only refund payments already made to us towards the trip fee. We cannot refund any payments made by yourself to third parties such as travel, accommodation or equipment. If you expect to make any payments such as these, we recommend taking out personal travel insurance.

Insurance

- Sea Kayak Exmouth holds £5 million Public and Products Liability insurance.
- Sea Kayak Exmouth does not provide insurance to cover and client injury or loss and excludes all liability, to the extent permitted by law, for any injury or loss suffered during a Sea Kayak Exmouth trip. We recommend that the Client takes out appropriate insurance to cover any personal accident and liability or loss/damage to personal belongings.

Children and under 18s

- On all trips under 18's must be accompanied by a parent or legal guardian.

Complaints

- We take customer satisfaction very seriously and always endeavour for you to be happy with the service provided by us. If you are unhappy with any aspect of your experience with us then please talk to us in the first instance and we will do our best to rectify and problems. Any formal complaints must be made in writing, no later than 14 days from the date of your trip.