

WWAC General Terms and Conditions

When making a booking you are agreeing to the following **Terms and Conditions**

I agree to and understand the booking conditions and am willing to comply with all safety regulations and instructions.

1. If the booking is for multiple people then the person making the booking **MUST** take responsibility for the whole group.
2. It is up to the individual to provide WWAC with all relevant medical conditions, allergies or special needs before any activity including Kit Hire, Own launch and Open Water Swimming.
3. **Buoyancy aids MUST be worn at ALL times including Own Launch.** Adult Windsurfers who are competent in the use of a harness may wear a harness in place of a buoyancy aid but do so at their own risk.
4. **Footwear MUST be worn at ALL times including on the water.**
5. **Anyone age 16 or under MUST wear a helmet at ALL times for all WWAC activities including equipment hire.** Helmets are advised for Own Launch.
6. All use of the lake by participants and their guests will be for non-commercial and enjoyment purposes only. Instruction, tuition and coaching may only be undertaken by WWAC staff.
7. WWAC reserve the right to alter/change all activities due to weather conditions and safety factors. Refunds will not be given due to weather conditions unless the session is cancelled by WWAC.
8. All bookings made are non-refundable, unless the session is cancelled by WWAC.
9. For Kit Hire & Own Launch sessions the date and/or time of the booking may be changed on-line by logging into your account and viewing your booking. There is a cut-off time after which it is no longer possible to change your booking. It is not possible to change the type of activity.
10. WWAC reserve the right to remove any persons from an activity due to misconduct or abusive behaviour towards WWAC staff.
11. Any gross misconduct leading to the loss or damage to WWAC property and/or equipment, including facilities used, will result in being invoiced for repair or replacement.
12. WWAC accept no responsibility for personal belongings including vehicles on site. Any lost property must be claimed within 7 days.
13. To hire kayaks, paddleboards and pedalos you don't need to be an expert, you need to be capable of using the equipment safely in the conditions on the day.
14. For Kit Hire & Own Launch sessions WWAC reserve the right to recall anyone who is unable to demonstrate adequate level of competence to participate in a safe and controlled manner.
15. For Own Launch personal and 3rd Party insurance against injury, loss or accident is the sole responsibility of the client. Own launch items are NOT covered by WWAC insurance and WWAC take no responsibility for any loss, damage, injuries etc.
16. For instructor led group Multi-Activity bookings it is the Group Leaders responsibility to obtain parental consent for any participants under the age of 18 and provide WWAC with all relevant medical conditions, allergies or special needs for all participants. The Group Leader(s) accept responsibility for the general conduct of the group members throughout the stay. The Group Leader and other accompanying adults agree to act "in loco parentis" at

all times. If a participant is removed from the activity for any reason it is the Group Leaders responsibility to supervise them.

17. All Open Water Swimmers **MUST** be wearing a bright swim cap (either orange, yellow, pink etc. not blue, green or silver) and a tow-float whilst in the water, footwear must be worn at all times when walking around site.
18. WWAC is a **NO Smoking NO Alcohol** site (includes e-cigarettes)
19. All our prices are inclusive of VAT.