

Canoe Hire Terms and Conditions

Booking & Hiring of Equipment

We reserve the right to decline or cancel any booking at our discretion.

Clients booking by telephone will be deemed to have read and accepted these Terms and Conditions.

We require payment in full to secure the booking. This payment is non-refundable. Any alterations to the booking made 7 days or less, before commencement of booking are at the sole discretion of the company.

All bookings are treated as provisional until the payment has cleared the Trent Adventure bank account.

Designated Adult

There must be a "Designated Adult" (over the age of 18 years) in each group. The "Designated Adult" is responsible for ensuring that each member of the group is aware of and agrees to these Terms and Conditions.

The "Designated Adult", upon receiving the hired equipment, also accepts full responsibility for any loss or damage to our equipment or to any third party's equipment up to the value of replacement.

Hiring of Equipment

Proof of identification (e.g. passport or driving license) is required from anyone wishing to hire our equipment. This identification will be retained until our equipment has been returned.

We reserve the right to charge for the late return of equipment at a rate of £20.00 per unit per hour OR part of.

Liability

We recognize that canoeing and/or kayaking are inherently dangerous activities with a danger of personal injury or death attached. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement. By accepting these Terms and Conditions you are confirming that you are aware of this and accept the risks associated with this activity.

Please note that we cannot accept responsibility for any personal injury or death. However, nothing in these Terms and Conditions shall affect the statutory rights of any client or exclude or restrict any liability for death or personal injury arising from the negligence or fraud of Trent Adventure.

By agreeing to these Terms and Conditions you accept that Trent Adventure does not have any responsibility whatsoever for loss or damage to your personal belongings.

You should be aware that any water resistant containers supplied by us are not guaranteed to be water proof. Therefore you should not rely on the water resistant containers that we supply to keep your property dry, and you accept that you are taking your personal property on to the river at your own risk.

Availability

All the activities offered are subject to availability. We cannot guarantee that a particular date will be available for an activity and we reserve the right to offer alternative dates for the activity offered if necessary. Booking early is advisable.

TRENT ADVENTURE



Adverse Weather & High River Conditions

Sometimes the conditions on the river may mean that canoeing is not advisable. We will keep a check on these conditions and contact you with as much notice as possible, before your trip.

We would in most instances be able to offer an alternative trip on the canal, to avoid any disappointment, but if this is not appropriate then we will make every effort to re book your day.

For some events if the safety risks are, in our opinion, unacceptable we reserve the right to cancel the event. If we do cancel in such circumstances we will make every effort to reschedule the event for another date, or alternatively provide a full refund.

Health

The activities that we offer require certain levels of health and physical fitness before you can take part. Please consult a doctor if you are in any doubt about the suitability of an activity for you or your group.

Safety Equipment

It is essential that all persons wear the safety equipment that we provide at all times. If you do not wear the appropriate safety equipment you will be asked to leave the activity site immediately. Under these circumstances you will not be entitled to a refund.

Alcohol & Substance abuse

Alcohol and other illegal substances should not be consumed before entering the river.

Anyone deemed to be under the influence of alcohol or illegal substances will not be permitted to hire our equipment or participate in the activities we offer, and will be asked to leave the activity site immediately. Under these circumstances you will not be entitled to a refund.

Special Needs

We want you to get the most from your activities with us and therefore we need to know any special requirements at the time of booking, for example if you or a member of your group suffers from a disability so that we can seek to accommodate them.

Complaints

If there is a problem during any of the activities please talk to us and we will endeavor to resolve any problem as quickly as possible.

Right to Terminate

We reserve the right to terminate a booking in the event of unreasonable conduct, which is likely to cause distress, damage or danger to other clients, employees or any third party. This includes a failure to disclose any serious medical condition or disability. Should any of the above occur, our cancellation policy applies.