

# Whitney Bridge Terms and Conditions

Our terms and conditions and cancellation policy are correct at the time of booking but are subject to change at any point and will take effect immediately when posted on our website, at Whitney Bridge site or otherwise brought to your attention.

## Booking Form

We ask that all parties complete a booking form when requesting to stay or canoe with us.

Submission of the booking form should only be done when the terms and conditions have been read, understood and agreed.

At least one member of your party should be over 18 years of age and agree to be responsible for any loss or damage caused by any member of your party.

You must have read and agreed to the Whitney Bridge Campsite Rules if camping and glamping with us.

You must have read and agreed to the Whitney Bridge Rules of the River if canoeing with us.

Your data is stored securely and is only used with regards to your booking. Your information will never be passed onto a 3rd party.

## Deposit Payment

A 50% deposit is payable to confirm a booking. This should be done by Bank Transfer.

Please include: Unique Reference number we give you.

Bank Detail : Sort Code 20-39-64

Account 43201627

This is non-refundable. Should you need to re-schedule, an alternative date can be arranged.

Payment constitutes accepting our terms conditions and camping rules.

## Balance Payment

The balance must be paid at least 2 weeks before your arrival.

## Security Deposit

We reserve the right to request a security deposit.

## Payment For Damages

The Lead Party Member agrees to pay for any loss of and damage to equipment regardless of culpability. Should the security deposit be insufficient to cover costs incurred by Whitney Bridge, the Lead Party Member will be liable for all costs associated with this damage. You will also be liable and charged accordingly for any necessary excess cleaning.

This includes but is not exclusive to pods, furnishings and pod equipment, canoes and canoe equipment, general site areas.

Valid card details may be obtained as security against equipment. These details are discarded once the equipment is verified by us to be present and correct.

**Personal Injury and Damage to Items** Whitney Bridge will not be liable for any personal injury or loss or damage to any property, cars, electronics, sports equipment etc. whilst on our site. No responsibility will be accepted by Whitney Bridge and its employees, for any items belonging to or rented by customers that are stolen or damaged whilst on the site.

## Cancellation Policy

In the event of adverse weather, forecasts, flooding, unsafe river conditions, resulting in Whitney Bridge cancelling your booking, a re-scheduled date can be made. A full refund of monies paid will be made should a re-schedule not be possible.

Should your stay or activity have commenced when a postponement occurs, we will take into account any time already spent, when deciding how best to compensate you.

Whitney Bridge is not liable for any losses incurred to clients due to such cancellations or postponements.

For bookings cancelled 72 hours prior to the scheduled arrival, an alternative date must be arranged within 12 months.

An administration fee of £10 per person is payable. Refunds are not available.

If you do not stay for the full duration of your booking, any refunds are at the discretion of Whitney Bridge and we reserve the right not to refund.

## Booking Amendments

Requests to amend your booking must be made by email to Whitney Bridge as soon as possible.

Changing the dates within 14 days of your arrival may constitute a cancellation if we are unable to re-schedule for you.

Reduction in numbers within 14 days of your arrival will constitute a cancellation by those number, and we reserve the right not to refund those in the party not staying with us.

## Checking In

You must check-in at the office on arrival. Check in time should not be before 14.00pm without prior arrangement.

Please ask where to park your vehicles. Our site is very small, so it is essential that vehicles are parked in designated spaces.

All parking of vehicles on Whitney Bridge premises is done so at your own risk.

If you are canoeing with us on the morning of your arrival, then we will arrange an early arrival time. You can leave all your camping equipment with us.

If your pitch is available earlier than 14.00pm, we will let you know.

If canoeing with us, participants must arrive at the meeting point by the specified time. We may start the trip without you if you are late and full payment will be retained.

## Vacating

Vacating time is 11am.

Please have all kit packed away in your car or canoe by 11am.

# Canoeing Specific Terms and Conditions in Addition

## Age & Group Restrictions

A minimum of 2 people must be in your group. Solo paddlers are not allowed.  
The minimum age to paddle a canoe is 12 years old and accompanied by an adult.  
The minimum age to participate is 4 years old and must be accompanied by 2 adults.  
All under 18 year olds should be designated a responsible adult.  
Children are not allowed to be left in a canoe on their own without an adult.

## Fitness To Participate

All participants must be fit and free from injury or illness relevant to participating in canoeing activity.  
If you have any doubts or concerns please seek the advice of your doctor or other medical practitioner.  
We do not advise that you participate if you are pregnant, have had recent surgery or illness, have a heart condition, high blood pressure, aneurysms or any similar condition.

Anyone who appears under the influence of drink or drugs will not be allowed to participate in any canoeing or water activities or use of our facilities and will not be eligible for a refund.  
No alcohol or drugs should be consumed whilst on the river.

You must ensure that you and all party members have the correct clothing for the activity and the weather conditions.  
You are responsible for taking with you drinking water and food enough for the proposed trip.

## Arrival

Participants must arrive at the meeting point by specified time. We may start the trip without you if you are late and full payment will be retained.

## Booking Amendments

Requests to amend your booking must be made by email to Whitney Bridge as soon as possible.  
Changing the dates within 14 days of your arrival may constitute a cancellation if we are unable to re-schedule for you.  
Reduction in numbers within 14 days of your arrival will constitute a cancellation by those numbers, and we reserve the right not to refund those in the party not canoeing with us.

## Cancellation Policy

### By Us:

Every attempt will be made to ensure that all activities run to schedule. However, water activities are subject to safe river and weather conditions. We reserve the right to postpone your canoe trip if it is deemed necessary without notice, due to unsuitable river conditions, forecasts or prevailing weather conditions or due to other factors or unmanageable risks beyond our control. We will give you as much notice as possible and we will offer you alternative dates. If no alternative date can be agreed, a full refund will be offered.

Should the activity have already commenced when the postponement occurs, we will take into account any time you have already spent on the river when deciding how best to compensate you.

Whitney Bridge is not liable for any losses incurred to clients due to such cancellations or postponements.

## Cancellation Policy

### By You:

For bookings cancelled 72 hours prior to the scheduled arrival, an alternative date must be arranged within 12 months. An administration fee of £10 per person is payable. Refunds are not available.

If you have started your canoeing trip and decide you wish to abort it, refunds are not available except under extreme circumstances and at the discretion of Whitney Bridge. We reserve the right not to refund.

## Equipment, Instruction and Supervision

The Hirer agrees to pay for any loss of and or damage to equipment.  
Valid card details will be obtained as security against the equipment. These details are discarded once the equipment is returned and in working order.

If you choose to use your own equipment it is your responsibility to ensure that it is of satisfactory quality and fit for the purpose of the activity you are undertaking. We hold no responsibility for accident or injury caused through use of your own equipment.

All participants must wear a correctly fitted buoyancy aid at all times whilst on the river, including those who launch from Whitney Bridge using their own equipment. You cannot launch from Whitney Bridge without wearing a buoyancy aid.

It is advisable that you take at least one mobile phone. This should be contained within a waterproof pouch specific to the function, and at your own risk.

You must attend and adhere to the safety briefing and all verbal instructions given to you by us, prior to your trip.  
You must comply at all times to all written rules issued to you.

**Data Protection and Privacy**

Information supplied to us will be treated in accordance with the provision of the Data Protection Act 1998. We will request the permission of participants to take any photographs for the purpose of publicity.

For security purposes we use CCTV on our premises.

**Disclaimer**

We will not be liable for any death, personal injury, or loss of or damage to goods arising out of the hire of any items by you, unless that death, personal injury or loss of, or damage to the goods arises directly from an act or omission on the part of the company.

Participants should be aware that canoeing can be dangerous. Hazards include (but not limited to); drowning, hypothermia, repetitive strain injury, slips, trips, falls, biological hazards from river water, skeletal and muscular injuries from paddling or moving equipment. All participants accept exposure to the afore mentioned hazards and do not hold Whitney Bridge responsible for injuries obtained from kayaking, canoeing, paddle boarding or any associated activity.

We do 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 waterproof.

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 the river at your own risk.

Clients booking online or by telephone will be deemed to have read and accepted these terms and conditions.

We reserve the right to make amendments to these Terms and Conditions without notice.