



# Terms and Conditions

## Conditions of Service

PTP Coaching LTD will make every effort for all activities to run, but in the event an activity is unable to run due to safety considerations or other forces outside our control we will do everything to make sure all parties are satisfied with the outcome.

All activities run by PTP Coaching LTD are run by fully qualified staff and all ratios are adhered to by British canoeing or Royal Life Saving Society Guidelines.

## Liability and Insurance

Watersports is considered a potentially dangerous activity and all safety measures are put into place to keep all parties during participation out of harm's way. PTP Coaching LTD will always take preventative measures to protect participants from injury and/or death whilst participating in water activities that are high risk. All personal protective equipment issued for your activity must be worn throughout the duration of the activity. All instructions will be adhered to at all times, any person found not adhering may be asked to leave the activity.

PTP Coaching LTD has Public Liability insurance to cover all of its staff and activities taking place at Beckenham Place Park Lake. There will be a copy available on site should you wish to see it.

## Health and Safety Considerations

All Participants must be water confident whilst wearing a buoyancy aid or Floatation aid to participate in activities with PTP Coaching LTD.

Any Participants under 16 will need to have a parent or guardian sign their form for them and attend any activities with them present at all times.

All Participants need to be aware that Watersports can be a strenuous environment and should be physically fit. Medical conditions need to be stated clearly on all booking forms. Any persons with a long term or physically demanding illnesses must consult a doctor's advice before participating in any activities. PTP Coaching LTD will do as much as it can to see everyone is catered for whilst participating in activities, any conditions we are notified of will be dealt with discretionally, unless it can affect the group and their safety or vice versa. Please speak to staff further if you have any questions regarding these matters.

Any persons with disabilities are welcome to participate in all activities. Just tell us of any specific needs at the time of booking and we will do our best to see that they are accommodated for.

Participants may be asked to leave the activity at any time if found under the influence of drugs or alcohol. They may also be asked to leave if they are considered to be endangering themselves or anyone else in the group. PTP Coaching LTD reserves the right to ask this of any participants deemed to be acting in any of the states above without right to return to the activity or refund of activity fees.

## Equipment and Clothing

It is at the responsibility of all participants that they bring the correct clothing to all activities run by PTP Coaching LTD. All clothing must be suitable and will be checked by the activity leader.

Any Damage or loss through negligence, malicious acts or carelessness to PTP coaching LTD equipment will need to be paid at the time and at the current replacement value.

## Bookings and Payments

All bookings will not be confirmed until a completed booking form a 25% deposit is paid. All bookings need to be paid in full 7 days before attending an activity. If booking within 7 days of an activity start date we will require full payment with the booking form.

Group bookings will need to contain Group Booking Form with every person who is attending the activity along with a 25% booking deposit for the entire cost of all persons booking.

Pre-booking information will be sent when full payment is received. If you have any questions please feel free to contact us.

## Cancelations, Refunds or Transfers

Any Cancellations more than 7 days before the activity start date are entitled to a refund.

Should you for any reason decide to cancel within 7 days of the activity start date, no refunds will be given and the full amount will still be payable.

Transfers – should you need to transfer your booking you should contact [Pia@PTPcoaching.co.uk](mailto:Pia@PTPcoaching.co.uk) to do so. Any transfers will be considered on a case by case basis and PTP Coaching LTD reserves the right to not transfer bookings if deemed unnecessary.

PTP Coaching LTD reserves the right to cancel activities for any reason, all persons booked on to activities at that time will be entitled to an activity transfer. All transfers are organised through our administration department and you should contact [Pia@ptpcoaching.co.uk](mailto:Pia@ptpcoaching.co.uk).

As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification and modification at any time.