

HUNSTANTON WATERSPORTS TERMS AND CONDITIONS

KITESURF & PADDLEBOARD LESSONS TERMS & CONDITIONS

Booking and scheduling

- Bookings will not be confirmed until full payment has been received.
- We cannot hold or reserve a place on a course for any longer than 24 hours. After that time your place will become available for bookings.
- No-shows and cancellations made within 24 hours of the start time will be charged the full price.
- All postponed courses will need to be rescheduled; refunds are not available.
- All invoices and course payments will be made at the time of booking, in advance of course commencement.
- Hunstanton Watersports cannot be responsible for the weather and has no control over day to day conditions. Hunstanton Watersports makes every effort possible to provide alternative activities and dates, subject to availability.
- Students are required to notify Hunstanton Watersports at the time of booking the course of any medical conditions suffered by them that may be relevant to the activity and which could be considered a risk to their or others health and safety. All information given will be treated with strict confidentiality. Any misinformation will void the participant's insurance cover, for which Hunstanton Watersports will not be held accountable.
- Failure to attend any course without prior notice will result in the course being forfeited without a refund.

Gift Vouchers

- All gift vouchers are dated and have an expiration date of 18 months from the date of purchase. It is the customer's responsibility to ensure that they have booked their lessons before the expiration date.
- Gift Vouchers can not be refunded

Provisions of Service

- The student must accept that all courses are weather dependent and that this may adversely affect their course. If, in the judgement of Hunstanton Watersports, a course is unable to start or has to stop early due to weather conditions or for any reason where safety could be compromised, a lesson credit or voucher will be provided in respect of any time owed to them by Hunstanton Watersports a refund will not be an option.
- Hunstanton Watersports course outlines are just a guide, and it has to be accepted that everyone progresses at different rates. Along with possible changing weather conditions, unique rates of progression may have an effect on the course structure. It is down to Hunstanton Watersports's staff to make the decision on any given day on how the course is run, which will always take the groups / individuals best interests into consideration.
- All decisions regarding the running or cancelling of courses due to weather conditions are at the discretion of Hunstanton Watersports. If personal safety is at risk due to the weather, we will postpone the sessions.
- If a group course is booked and only one person or two people are booked on, Hunstanton Watersports reserves the right to run the session as a '1-2-1' or '2-2-1' individual lesson of the equivalent monetary value.
- Students must be aware that the activities we offer are potentially dangerous and are undertaken entirely at

the student's own risk. By booking a course and signing the activity waiver, the student confirms that he/she has read, understood, and accepted these terms and conditions.

- All assessments as to whether courses should start or continue are under the control of Hunstanton Watersports.

- Hunstanton Watersports operating season is from April 1st - October 31st. We do not operate in the winter months due to the air and sea temperatures.

- Any courses or lessons that have to be postponed due to weather-related issues and cannot be rescheduled during the winter months of November–March will be carried over to the start of the following season. April 1st.

- It is the student's responsibility to contact Hunstanton Watersports or login to their booking account to reschedule the course within its period of validity.

- Hunstanton Watersports reserves the right to use any photos taken during the lessons (except for minors, whose photos shall not be taken). The images will not be sold to a third party. If you feel uncomfortable with a photo being taken during your lesson, please advise your instructor.

- Hunstanton Watersports will provide tuition, insurance, all kite sports/SUP equipment, and waterwear (wetsuit, harness, PFD and helmet) required for the student to undertake the course. Any student wanting to use their own equipment on a lesson must hold their own 3rd party liability insurance. This may be purchased via the British Kite Sports Association as a part of their membership scheme.

- Hunstanton Watersports reserves the right to update the services it provides at any time. Changes to prices, durations, and structures may occur between teaching seasons as we aim to improve our services. Any student carrying lesson credits or vouchers between two teaching seasons may redeem the monetary value of their lesson credit/voucher against the updated service. If there is a difference in service cost, this must be paid by the customer to access the service. In cases where service adjustments result in a lower costing service, Hunstanton Watersports will provide a voucher to customers, which they may use on any service within 12 months of the voucher issue date.

- Courses described as the duration of 'one day' are approx. five hours

Rescheduling and Cancellations

- The student may reschedule the booking at any time up to 14 days prior to the course start date by logging into their booking account to arrange an alternative date. Cancellations and refunds/re-booking within 14 days of the course are at the discretion of Hunstanton Watersports

Courses that have been postponed due to weather might be due to lack of progress if conditions are not suitable or on safety grounds in adverse weather.

- Any course/lesson that has to be postponed for weather related issues will be rescheduled. Customers can reschedule by logging onto their booking account for an alternative date. Refunds are not available

- Students must be aware that the activities we offer are potentially dangerous and are undertaken entirely at the student's own risk. By booking a course and signing the activity waiver, the student confirms that he/she has read, understood, and accepted these terms and conditions.

- All assessments as to whether courses should start or continue are under the control of Hunstanton Watersports.

- Hunstanton Watersports operating season is from April 1st - October 31st. We do not operate in the winter months due to the air and sea temperatures.

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Stand-Up Paddleboard (SUP) Rental Terms & Conditions

1. Agreement

By renting equipment from the Company, the Renter agrees to comply with these Terms & Conditions. The Renter confirms they are at least 18 years of age and legally able to enter into this agreement.

2. Equipment Provided

The Company will provide a stand-up paddleboard and associated equipment which may include a paddle, leash, fin, pump, and carry bag ("Equipment"). The Renter accepts responsibility for the Equipment during the entire rental period.

3. Security Deposit

A refundable security deposit may be required before Equipment is released. The deposit may be used to cover damage, loss, late return, or cleaning fees. Any remaining balance will be refunded after the Equipment has been inspected and confirmed to be in satisfactory condition.

4. Responsibility for Equipment

The Renter agrees to:

- Use the Equipment responsibly and only for its intended purpose.
- Not sub-rent, lend, or transfer the Equipment to another person.
- Take reasonable precautions to prevent damage, theft, or loss.
- Return the Equipment in the same condition as received

If the Equipment is lost, stolen, or damaged beyond repair, the Renter agrees to **pay the full replacement value of the Equipment.**

If the Renter has purchased the optional Equipment Damage Insurance offered by Hunstanton Watersports, the Renter's liability for accidental damage to the Equipment will be limited to a maximum charge of £30.

This insurance does **not** cover loss, theft, deliberate damage, or damage caused by negligence, and in such cases the Renter remains liable for the full replacement value of the Equipment.

5. Rental Period and Late Returns

The rental period begins at the agreed collection time and ends at the agreed return time. Late returns may incur additional charges. Failure to return Equipment may result in additional fees and recovery action.

6. Equipment Condition

The Renter confirms the Equipment has been inspected before use and is in good working condition. Any faults must be reported immediately before leaving the premises.

7. Safety Requirements

The Renter agrees to:

- Wear an appropriate buoyancy aid where recommended.
- Use a leash when paddling.

- Paddle only in suitable weather and water conditions.
- Follow all local waterway rules and regulations.
- Avoid areas with strong currents, boat traffic, or hazardous conditions.

The Renter accepts full responsibility for assessing whether conditions are safe for paddling.

8. Assumption of Risk

Stand-up paddleboarding is a physical outdoor activity that involves inherent risks including injury, drowning, or property damage. By renting the Equipment, the Renter acknowledges these risks and agrees to participate voluntarily.

9. Liability Waiver

To the fullest extent permitted by law, the Company shall not be liable for any injury, loss, or damage suffered by the Renter or any third party arising from the use of the Equipment, except where caused by proven negligence of the Company.

10. Personal Property

The Company accepts no responsibility for loss or damage to personal belongings during the rental period.

11. Identification

The Company may require valid photo identification before releasing Equipment. The Company reserves the right to refuse rental if suitable identification is not provided.

12. Cancellation and Refunds

Cancellations made before the rental start time may be refunded at the Company's discretion. Once the rental period has started, refunds are not normally provided.

13. Damage and Cleaning Fees

The Renter may be charged for:

- Damage to the board or equipment
- Missing accessories
- Excessive dirt or cleaning requirements
- Repair costs resulting from misuse

14. Breach of Agreement

Failure to comply with these Terms & Conditions may result in termination of the rental agreement and immediate recovery of Equipment.

15. Governing Law

This agreement shall be governed by the laws of England and Wales.

By completing a booking or signing this agreement, the Renter confirms they have read, understood, and agree to these Terms & Conditions.