



Ross on Wye to Symonds Yat East Trip Information

PLEASE READ & SEND TO ALL IN YOUR BOOKING

- All medical conditions must be disclosed upon check in.
- Arrive on time – if you are late we cannot hold your spaces

How to find us

Sat Nav Post code: HR9 6JL

Please make sure you follow the signs for “Symonds Yat EAST” as you get close and do not fully trust your sat nav.



What to do when you arrive

- Park your car in the car park opposite, purchase and display a parking ticket
- Go to the canoe shop window at the arrival time shown in your confirmation and sign in.
- You will need to pay £2.50 per craft at the time of check in. (This goes directly to the land operators not to us) **Pay this at the shop in cash or card and NOT in a car park machine**
- Leave a physical Photo ID (Driving License or Passport) with us as a security deposit.

What to wear

- Dress sensibly to the weather conditions on the day. Remember the river can be very cold even in the warm sun
- Wear comfortable clothes that you are happy to get wet in, just in case you accidentally capsize.
- Avoid jeans where possible.
- Comfortable footwear that are secured to your feet. **No Wellington Boots or Flip Flops or Crocs**
- Take a warm jacket or jumper with you, a windproof/waterproof jacket is ideal.
- You must wear a layer between your Buoyancy Aid and your skin for hygiene reasons

What **NOT** to bring

- **Speakers or any device that will allow you to play music which could upset or disturb other people or wildlife.**
- **Alcohol or Glass. We have a zero tolerance. Do not bring any. We reserve the right to check bags and any found will result in a cancellation of your hire and no refund will be made.**

This is not to spoil your fun, but to help ensure the safety of you, other river users and wildlife.

This is a beautiful scenic area.

Please treat it with respect.

What to bring

- **Water** – We have some available to buy at our centre before you leave.
- **Sun cream** – Water Reflects 100% of UV light , you can burn easily on a warm day.
- **Medication** – any medication you may need. Be sure to disclose this upon check in
- **Food** – Just a snack for a short journey – Remember to leave nothing behind.
- A warm jumper or jacket in case you get wet and cold.
- Make sure you bring a full change of clothes to leave in your vehicle at our centre.
- In colder weather please take a second full change of clothes on the water with you.
- A mobile phone is not essential but is a good idea to take with you. (this is at your own risk and discretion, bring your own suitable waterproof bag).
- Coins or debit card for the car park next to our centre

£5 for up-to 4 Hours

or

£7 all day

High Water Levels

Your safety is our number 1 priority!

We are well established and experienced in all that we offer. This helps us to understand the river flow and levels which can change on a daily basis.

If the water levels rise to above a set level then we stipulate that all canoes must be joined “Sparred” together – (side by side in pairs), this vastly increases the stability of the canoes and it allows for a more sociable journey.

If the water rises more than this set level then we put one of our highly experienced and qualified instructors out on the water to help keep customers out of harms way. Please do not see this as an intrusion but another way we are working to get you out to enjoy your time on the water.

We reserve the right to make these changes to all bookings.

Our aim is to get you out on the water without any of the measures above. However if this is not safe to do without, then we ask you to **please respect our judgement.**

We are here to facilitate a fun but **SAFE** adventure.

Bad Weather

Canoeing is a sport for all weathers, We are open come rain or shine, wind or snow.

We are in the bottom of a valley which acts like a micro climate so the forecast is not always accurate. If you are concerned then please contact us on 01600 891376.

We ask people to bring the right clothing for the weather on the day and the right attitude that you are here to have some fun.

We do reserve the right to cancel or postpone activities in the event of a major weather incident. This is at our discretion.

CANOE HIRE TERMS AND CONDITIONS

Please inform all of your party of these terms

1. We require payment in full to secure the booking. This payment is non-refundable and, in the event of you cancelling your booking, 50% will be used as a cancellation fee to cover administrative costs. Any alterations to your booking less than 14 days prior to the commencement of hire will be charged for in full.
2. 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.
3. Proof of identification (e.g. A passport or driving licence) is required from anyone wishing to hire our equipment. This identification will be retained until all our equipment has been returned.
4. Unless prior agreement/permission has been given our equipment is **not permitted** below the Canoe Centre steps on the Rapids.
5. **All medical conditions must be declared upon Booking & check-in.**
6. We reserve the right to charge for the late return of equipment at a rate of £30.00 per unit per hour OR part of.
7. 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.
8. 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 Wyedean Canoe & Adventure Centre Ltd. By agreeing to these Terms and Conditions you accept that Wyedean Canoe & Adventure Centre Ltd does not have any responsibility whatsoever for loss or damage to your personal belongings.
9. 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.
10. 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 immediately. Under these circumstances you will not be entitled to a refund.
11. Alcohol or drugs should not be consumed before entering or on the river. Anyone under the influence of alcohol or drugs 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.
12. 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. **We Do NOT allow Pregnant Persons** to take part in any activities. It is against our Operating Guidelines to allow anyone who is pregnant out on any of our activities. This is for your safety. **If on arrival you inform us of a pregnancy no refund will be given. It is up to you as the group organiser to ensure all participants know about this.**
13. 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.
14. **Cold Weather & High River Conditions**
In most cases neither you nor we are entitled to cancel because of adverse weather conditions. In the events of cold temperatures or high (higher than summer level) river level conditions we would insist on a suitably qualified River Guide/Instructor to escort you down the river in a non evasive but supporting role for your group. We do make a charge for this which is a minimum of £45 for half a day for up to 6 people and £5 per person thereafter and a minimum of £72 for a full day for up to 6 people and £7.50 per person thereafter. This is done on a cost price basis to enable your trip to go ahead.
15. 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.