

Customer Information

Dear customer,

Thank you for booking a Kayak/Rafted Canoe hire session with Cobnor Activities Centre Trust (CACT), we very much value your support and participation in following this guidance to enable us to provide you with a fun and safe activity. Due to COVID-19 and to support strict social distancing, compliance with both UK government and national governing bodies the following measures and procedures need to be implemented to safeguard both CACT staff and yourself. For your safety, the hire of kayaks and canoes will only take place from the CACT slipway and only used in water between CACT slipway and the village of Bosham.

- Anyone under the age of 18 must be accompanied by an adult in a double Kayak or Rafted canoe, directly supervised by a competent adult.
- Youngest allowed passenger is 5 years, accompanied by one competent adult.
- Children and adults participate subject to a correctly fitted buoyancy aid provided by CACT
- A minimum of 2 people must paddle a double kayak
- A minimum of four people must paddle a rafted canoe

Customer arrival procedure

Please arrive 15 minutes before your scheduled activity. Strict social distancing will be maintained. Before entering the site, you will be requested to sanitise your hands via the hand washing station at the front gate.

Your completed medical forms will be placed in the allocated tray to support both social distancing and to prevent cross contamination with staff and yourself. Whilst maintaining strict social distancing, you will be given a static orientation pointing out key locations to include. Kit and equipment allocation and fire assembly point.

Participation and equipment allocation

All safety equipment will be provided by the centre to include Buoyancy Aid, Wind proof top and Wet suit which is optional. The instructor will conduct a visual inspection of your fitted buoyancy aid and footwear. Clients are reminded to wear old sensible footwear preferably trainer style. Crocs, open toed sandals to include flipflops are not permitted on all the water sport sessions at CACT.

The Hirer agrees:

USE AND LOCATIONS: to keep the kayaks or canoes in their possession and under their control always and use the Kayaks or Canoes only within the specified area agreed with the CACT.

ALLOW INSPECTION: permit the CACT's representative access to inspect the kayaks or canoes after the hired agreement.

www.cobnor.com

01243 572791 • sail@cobnor.com

HEAD OF CENTRE: Gary Palmer

A non profit making company limited by guarantee No. 3158023. Registered in England and Wales. Registered Office: Cobnor Centre. Registered Charity No.1057222. AALA License no. L10842/R0388. Details can be confirmed by calling the Licensing Authority or checking their website. Tel: 029 2075 5715 www.aals.org.uk

LOSS OR DAMAGE: be responsible for losses of, or damage to, the kayaks or canoes caused by their own fault and will be charged in full for any such loss or damage at the end of their hire period.

ALCOHOL: Alcohol is not permitted while hiring the equipment and any person under the influence of drugs or alcohol will be refused entry to the centre forfeiting the hire and not receiving any refund. Consumption of alcohol in boats is prohibited and any Hirer caught consuming alcohol within their boat will be in breach of the hire agreement.

UNRULY BEHAVIOUR: Hirer's should act in a reasonable manner and respect other water users. Any unruly behaviour may result in the Hirer's agreement being terminated; any damage caused by unruly behaviour will be charged for.

BUOYANCY AIDS: Hirers should not remove or undo buoyancy aids whilst on or around the water.

Your departure

Before leaving the site, customers will be requested to place all CACT personal equipment in marked tubs which will contain mild disinfectant.

Additionally, before leaving the site, customers will be requested to sanitise their hands via the hand washing station at the front gate. Customers are requested to take their personal medical consent forms home with them for disposal.

All activity equipment, to include personal protective equipment, will be clean/washed in mild disinfectant after each use. The centres activity equipment and staff will ensure all equipment will be clean and dry before the next client can use the equipment.

If we have to cancel due to bad weather or any other safety reason, we will offer you a voucher to the full value of your booking to be used on any other activity or course which we provide on a date to suit both yourself and Cobnor Activities Centre Trust.

Once again thank you very much for supporting us in these challenging times, please link us into your Instagram and Facebook photos to share the happy times.

Yours sincerely,

Gary Palmer

Head of Cobnor Activities Centre Trust

June 2020