

# ISLAND FEATHER

## ISLAND FEATHER LATITUDE PADDLEBOARD SERVICES TERMS AND CONDITIONS

### SESSION DESCRIPTIONS:

Introduction to Stand Up Paddleboard (SUP) Beginner Group Lesson: Island Feather Introduction to Stand Up Paddleboard Beginner Group Lessons are 45 minutes, for up to 8 people. Our qualified instructor will take you through the basics of Stand Up Paddleboarding, including how to handle your equipment, board stance, water paddling, how to turn and how to fall. We stand by paddling on your knees, if you feel comfortable on the board, we teach you the best way to stand up. Each booking includes equipment hire (Stand Up Paddleboard, Paddle, Leash, CE certified buoyancy aid) and a health & safety briefing.

Introduction to Paddleboard Yoga, Mindfulness & Meditation: Island Feather Paddleboard Yoga & Mindfulness are 45 minutes for up to 10 people. You will begin the lesson with a short swim out to the paddleboards. Our qualified instructor will then take you through a series of yoga poses on a 10-foot paddle board. Practicing yoga on a surface that is moving engages core muscles and strengthens other muscles which wouldn't otherwise be used on the earth's surface. SUP yoga also requires focus to transition between poses and to keep the board steady. Common asanas included in SUP yoga practice are downward-facing dog, the cat-cow combination, child's pose and corpse pose. Whilst flowing through yoga poses, the sessions will take you through the present moment of your thoughts, feelings, the sounds around you & the sensations of breathing or parts of your body. Floating on a 10-foot paddleboard, in a natural environment, reap huge benefits to both your mind and body.

### LOCATION/ ARRIVALS/ DEPARTURES

We operate at the Lake (<https://w3w.co/clasps.universal.influencing>). Please meet in front of the paddleboards on the lakeside and your instructor will greet you 5 minutes prior to your session start time to register onto your session. We do not offer any changing facilities or toilets, so please arrive 5 minutes before your booking start time and be ready to launch onto the water for your booking. Once you have finished your session we ask you to leave this area as quickly as possible to avoid overcrowding.

### WHAT TO BRING & WEAR

Clothing: Clothing suitable for the conditions that can get wet such as swimming suit, leggings, shorts, lightweight top, trainers. Other essentials appropriate for paddleboarding in the conditions: This includes, but is not limited to: Towel, Change of clothing including warm items, Blanket, Water, sun tan lotion, Cap, Sunglasses, Phone, Waterproof Bag etc. Note no liability is accepted by Island Feather for the loss or damage of personal belongings taken onto the water.

### EQUIPMENT

All equipment such as paddleboards and lifejackets will be provided for your session. We take great care when it comes to your safety, therefore our equipment is regularly checked for damage and aesthetic degradation. Any obvious lack of care, misuse or mindless behaviour that results in our equipment being damaged, will result in a fair charge being issued. If you discover any of our equipment is faulty, please report it to a member of staff prior to the start of your activity otherwise you may fall liable for charges associated with the damage. It is the responsibility of the person using the equipment to report any damage caused during the activity. By participating in an activity, you thereby agree to take

responsibility for and pay for any damage caused by improper use. When making your booking it is implied and accepted that you have read and understood the booking conditions. If you are liable for damages to the equipment we will charge on completion of your booking duration. (Charges include: £100 for a punctured paddle board, £500 for a paddleboard that is not fit for purpose and future hire).

### PADDLEBOARD GROUP LESSON TERMS & CONDITIONS

Stand Up Paddleboard services are delivered by Island Feather Limited, a company incorporated in England and Wales with registered number 10238342. We care about your experience! Before you book with us we need to ask a few questions to ensure that we have all the information to prepare us for your visit.

These terms and conditions apply between you, the User of our Stand Up Paddleboard Service. Please read these terms and conditions carefully, as they affect your legal rights. Your agreement to comply with and be bound by these terms and conditions is deemed to occur upon your first use of our services. In these terms and conditions, User or Users means any third party that accesses our services and is not either (i) employed by Island Feather Limited and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Island Feather Limited and accessing the service in connection with the provision.

### PADDLEBOARD HIRE

Paddleboard equipment hire is included in this booking. Equipment includes a Stand Up Paddleboard, CE certified buoyancy aid and health & safety briefing.

### BOOKINGS, PAYMENTS, CANCELLATIONS & REFUNDS

All bookings must be made online using Island Feather's bookings system. Island Feather is a cashless business and will not accept payments in cash. We accept all forms of card payments including American Express. We will take card details on booking and full payment will be withdrawn on the completion of your session. We must receive notice within 5 working days of the commencement of your booked session, after this time we cannot guarantee a refund of your payment. Island Feather Limited maintains the right to cancel bookings at any time should they deem the weather conditions unsuitable for Paddleboarding. We are not responsible for the weather, therefore refunds are not given due to weather conditions. We are committed to our services, however your safety comes first. We monitor the weather closely to actively ensure that we can operate under safe conditions. If the weather conditions do not satisfy our standard operating procedures, we will notify you by email that your booking will be canceled. We would not continue to deliver our services based on the following criteria:

- High probability of heavy rain (80%)
- Thunderstorms
- Constant winds speeds exceeding 10 mph
- Wind Gusts exceeding 20 mph

### PERSONAL PROPERTY

No liability is accepted by Island Feather Limited for the loss or damage of personal belongings taken onto the water, including (without limitation) phones, keys, wallets, spectacles, clothing etc.

### PHOTOGRAPHY & VIDEOS

We may take photos and videos during the sessions on the water for marketing purposes. If you do not wish to have any of your photos taken or placed on our digital platforms, please let us know

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in advance of your session beginning.

## HEALTH & SAFETY

Island Feather Limited is covered by high quality customer liability & employee liability insurance.

All customers must complete and sign our activity safety information form to acknowledge and accept the risks involved with taking part in Paddleboarding.

All customers must be able to swim 50 meters and be confident in open water.

All customers must be physically fit. Anyone with a medical condition must seek medical advice before attending Stand Up Paddleboard sessions with us.

If you are perceived to be under the influence of alcohol or illegal drugs, you will not be permitted to undertake any activities.

All customers must undertake our safety brief on every occasion that they attend activities with us. This is to ensure everyone is made aware of the skills they will need to cope with the weather and environmental conditions of the day.

Island Feather Limited reserves the right to refuse participation to anyone considered to be unwell, under the influence of alcohol or drugs or if deemed to cause harm to him/ herself or any other individual within proximity.

You must be at least 18 years of age to book our services, and by using the service and agreeing to these terms and conditions, you represent and warrant that you are at least 18 years of age. If the booking is for a child under the age of 18, they must be accompanied by an adult and be a minimum of 8 years.

## CUSTOMERS WITH DISABILITIES

If you have a disability or medical condition please contact us to discuss your needs and we will do our best to help by working with our instructors to assess your individual needs relative to the activities. We must also be informed of any medical conditions (asthma, epilepsy, deafness etc) any participant has.

## INSURANCE

All participants must be aware of and accept the risks associated with outdoor activities. We carry £5 million public liability insurance. Details are available on request. Participants are strongly advised to arrange their own personal holiday insurance to cover cancellation and personal injury. Island Feather Limited is under no liability whatsoever in respect of loss or damage to property, however caused.

## CUSTOMER CARE

We love hearing from you, we really value your feedback as it is what helps us to review and improve our services.

How can I contact the organiser with any questions?

Please drop an email to the Island Feather Team at

[info@islandfeather.co.uk](mailto:info@islandfeather.co.uk)