



Extract taken from *Discover Paddling Terms and Conditions V202101*

2. Cancellations by us.

2.1 Every attempt will be made to ensure that **Discover Paddling** activities run as scheduled. However, we reserve the right to close **Discover Paddling** at any time without notice due to unsuitable conditions, forecasts, prevailing weather conditions, or due to any other factors beyond our control or if we feel that there are unmanageable risks.

2.2 In the event that **Discover Paddling** is closed then we may at our sole discretion offer you another session or part session without further charge.

2.2 If you have already commenced your activity at **Discover Paddling** when it is cancelled or closed pursuant to clause 2.1, we will take any time you have already spent at **Discover Paddling** into account when deciding how best to reasonably compensate you.

3. Cancellations by you.

3.1 If you inform us 14 days prior to your confirmed session, you will receive a 100% refund.

3.2 If you inform us within 7-14 days of your confirmed session, you will receive a 50% refund.

3.3 If you inform us within 7 day of your confirmed session, you will receive a 0% refund.

4. Rearrange the confirmed session by you.

4.1 If you would like to change/rearrange your sessions 14 days prior to your confirmed session, this can be done at no extra charge.

4.2 If you would like to change/rearrange your sessions within 7-14 days of your confirmed session, you will be credited 50% of the change requested.

4.3 If you would like to change/rearrange your sessions within 7 days of your confirmed session, you will receive 0% credit.



11. Cancellations Refunds due to COVID-19

11.1 If you have COVID-19 symptoms within 48hrs of your pre-booked slot, please follow NHS guidelines and stay at home and order a free test.

11.2 To receive a full refund for your pre-booked slot we require you to forward your test results. Refunds will be given for a positive or negative result – we simply require you to have proof of your results along with the date and time.

11.3 We will not offer refunds for general illness.

11.4 If you are contacted by a track and tracer and told to self-isolate and unable to make your session, you will be eligible to a refund but you will need to send us evidence of the isolation request along with date and time.

11.5 Group bookings: We can only offer a refund for the individual with symptoms or track and trace request, but not the whole group.

11.6 Travel quarantine: We can offer a free reschedule if you or your group is quarantined on return from holiday provided quarantine restrictions were not in place when you made your booking with us and you notify us within 24 hours of restrictions being in place. We may ask for proof of travel.

11.7 We will only offer reschedule for those individuals affected by the restrictions. We will not offer a refund in this case.

11.8 Local lockdown: We can offer a free reschedule if you or your group is unable to visit following a local lockdown in your area, provided travel restrictions were not in place when you made your booking with us and you notify us within 24 hours of restrictions being in place. We may ask for proof of address. We will only offer reschedule for those individuals affected by the restrictions. We will not offer a refund in this case.