



Terms & Conditions

All bookings are subject to our terms and conditions shown below:

Booking

Group

A 10% deposit is required at time of all group booking and until such time a deposit is paid, your booking is not guaranteed.

Full payment is required at least 7 days before your booking.

Individuals

Participants booking as individuals on 'Pay & Play' days must make full payment 7 days before departure.

Participants

Any person under the age of 18 must be accompanied by an adult (someone over 18 years).

Any person unable to live independently must be accompanied by an adult who is experienced to take care of their personal and social needs. Group leaders need also to consider the ratio of carers to disabled participants is sufficient for the overall safety and wellbeing of the group in the event of an emergency. A group leader is anyone from a third party organisation who is identified on the day with responsibility for their group.

Cancellation

The trip may be cancelled or postponed in the event of bad weather or, very rarely, due to unforeseen circumstances. The Skipper will make the decision and his word will be final. In these circumstances we will give you as much notice as possible and re-arrange another date or offer you a full refund.

Payments are non-refundable if you cancel the booking less than 7 days prior to the trip. Beyond 7 days, you have two options to rebook at another date; or receive a full refund less your deposit. If you cancel more than 4 weeks before the booking, your payment will be fully refunded.

Important Medical Information

Please check with your GP prior to booking if you are unsure if you or any member of your party may be affected by the impact or motion of the boat on the water. It is the responsibility of the person confirming the booking to ensure that all members of their group are made aware of this and we are notified accordingly.

Alcohol, drugs or behaviour compromising safety

Any participant who has consumed too much alcohol, or is under the influence of drugs causing impaired reaction, or displaying behaviour likely to compromise safety - will not be allowed to board the boat. The skipper's decision in this matter is final.

Personal Effects and valuables

You are solely responsible for your personal belongings whilst travelling with us. Any valuables taken aboard Wetwheels Solent are done so entirely at your own risk and we accept no responsibility for them what so ever. Particular care should be taken with mobile phones, camera equipment and any valuables and steps to avoid them getting wet or lost overboard should be taken if you choose to take them on board.

Data Protection

The information given by you will be used solely by us in order to process your booking and will be stored for our use, being kept as a record of your trip on Wetwheels Solent.

If you wish to receive updates on our activities, news items and information of any future events, please tick the box on your booking form. Your data will not be shared with third parties without your prior consent.

Safety Briefing

All participants will be given a full safety briefing by the skipper, immediately prior to departure. All participants are required to pay attention to the safety information given. Please make the skipper aware of any medical conditions or disabilities that may affect you or a member of your group whilst aboard. Details can be given privately by speaking to the skipper/Crew on arrival or at the time of booking.

All participants must read, agree and sign (or have someone sign on their behalf) a Risk Acknowledgement & Disclaimer form prior to boarding.

Injury

We will file an MAIB (Marine Accident Investigation Branch) report for any significant injuries or accidents sustained whilst afloat and any minor injury or 'near-miss' will be recorded and filed. Please immediately inform the skipper of any injury sustained as soon as it happens in order that that we can adequately assess the situation, offer first aid where necessary or summon further medical assistance. Please inform the Skipper if you experience any unusual discomfort, which may be indicative of more significant issues.

A copy of our Risk Assessments and Insurance Policy can be provided on request.

The Skippers decision

The skipper's decision on marine and safety matters is final. Skippers do not have the authority to negotiate any business / settlement terms or resolve disputes. Any dispute or query should be addressed to the CEO at our head office at: Box 15, The Guard House, Gunwharf Quays, Portsmouth, Hampshire PO1 3TZ or call 023 92 819366.

Copies of these Terms & Conditions are available on line and in large print format on request.