

The SUP Hub - Terms and Conditions

Please read the terms and conditions that apply for booking a lesson with us, buying a gift voucher or signing up as a SUP Hub Member.

1. Bookings

When making a booking with us you are agreeing to have read and understood our terms and conditions and have provided us with accurate information to help us to give you the best experience on the water.

Individual bookings are secured by full payment.

Group bookings are secured by full payment or a £10 pp non-refundable deposit.

To secure your booking, we will send you a confirmation email with the session details and payment options. Once the payment has come through you will receive an email with all the necessary information you may need.

1.1. Safety and consent

Prior to the lesson starting, you will be asked to complete a Registration Form in which you acknowledge the associated risk and disclose relevant medical information.

Safety is our highest priority and we cannot take people out thought to be under the influence of alcohol or drugs prior to and during the activity.

Our SUP boards have a maximum weight limit of 120 kg.

If in our opinion the participant is not considered to be sufficiently well, fit or able to take part in their activity, we reserve the right to exclude them from the activity at any time, in which case The SUP Hub will not accept liability for any damages, loss or expenses, and fees paid will be non-refundable.

If participants choose to ignore reasonable instructions, The SUP Hub instructors have the right to exclude them from the whole or part of their session and cannot accept any responsibility for any liability, loss or expenses, or damages arising as a result.

1.2. Liability

The SUP Hub instructors will always prioritise customer safety. We will not accept liability for personal injury that happens as a result of participants not following instructions. We have Public Liability insurance and personal insurance is required for anybody paddling with their own board.

1.3. Under 18s

For under 18's, the Registration Form should be completed by a parent or guardian. By signing on behalf of a minor, you agree to act 'in loco parentis' and must always stay on the beach and in view of your child whilst they are on the water.

When making a booking on behalf of a child, you are confirming that the child/children are aged between 8-18 years old.

1.4. Cancellation by The SUP Hub

We aim to run all sessions as planned. However, if the session is not able to go ahead due to extreme weather or staff sickness, we may have to amend or cancel your session.

If we have to cancel your session, we will rearrange it for a future date, or offer a credit note valid for 12 months. If neither option is suitable, we will refund your booking in full.

1.5. Cancellation by customer

Unfortunately, we cannot accept fully refunded cancellations under any personal circumstances however we will do our very best to satisfy a partial refund where applicable or a full refund to your full purchase value by way of The SUP Hub gift vouchers.

1.6. Running Late

Our sessions start promptly at the agreed time. We suggest that you arrive 10-15 minutes prior to the session. If you have booked on to one of our group beginner session, we may not be able to include you if you arrive late and we have already started, even if you let us know by phone in advance. We regret that no refund can be offered if group sessions are curtailed, or you're unable to join the session, through late arrival.

2. Gift vouchers

Gift vouchers are available and must be paid in full at the time of purchase and are redeemable by any person. Vouchers are valid for a session up to 12 months from their purchase date. Our Gift vouchers are non-refundable.

3. Membership

All members are must be competent enough to control a board and perform self-rescue technique if needed.

The SUP Hub will only provide information on where and when paddles will be taking place and advise member of the weather conditions.

As a member of The SUP Hub, any activities you participate in with or without an instructor will be at your own risk and responsibility.

All members are responsible for having their own 3rd party liability insurance, as The SUP hub will not be liable for loss, damage or 3rd party claims.

An annual membership fee is required for the benefits listed, which may change annually.

4. Personal belongings

We can store your belongings while you are on the water. Items left in our care are left at the owner's risk and personal items taken on sessions remain participant's responsibility.

5. Sharing of information

We will never sell, rent or lease our customer information to third parties.

We may use photography and video content taken during our courses or activities on our photo sharing and social media sites.