

Refund And Cancellation Policy

We offer a full refund if you cancel the booking more than 72 hours in advance to your session and any less time given will result in no refund. We reserve the right to postpone/cancel sessions due to adverse weather conditions (i.e. High wind, Fog, Lightning). If you are late to a session we will do what we can to try and accommodate but we cannot guarantee entry and will not be able to refund you.

Child Welfare Policy

Tel: 07956009047 Email: info@northdevonwakepark.co.uk **Sally Constable**

We follow the BSWW Safeguarding guidelines, If you have any concerns about any of the coaches, support staff! or Participants with regards to child welfare, please contact Sally Constable in the first instance.

If you are uncomfortable discussing Child Welfare issues with Suzi, then please contact the Child Welfare Officer at BSWW on 01932 560007

The BSWW Website also has a lot of information under the Safeguarding/Ski Safe page. [Click here](#) to view.

Alcohol And Drugs Policy

We run a family orientated water park running activities for mixed aged groups, which may contain a lot of young children, as alcohol tends to slow reflexes and remove inhibitions we deem it not appropriate for anyone to consume alcohol before their session on the water.

Anyone found to be drinking alcohol/taking drugs before a sessions will be refused entry to all of our activities for that day, regardless of how much has been taken.

Also if any of our staff suspect you have been drinking they will be unable to allow you to participate.

Privacy Policy

We Collect some personal data (name, Date of Birth, Emergency contact number and relevant medical conditions) which are required for you to enter the water and any additional information is of your own accord. All of this data is kept secure and password protected. We will only share this data with an insurance company in the event of a claim or with the emergency services if required. It is optional if you want to put your email in our system and by doing so you agree to receive marketing emails from us.