

North Devon WakePark

Terms and Conditions

Registered company details

North Devon WakePark
The Milky Way Adventure Park
Bideford
EX39 5RY

Definitions

This agreement is between North Devon Wake Park Ltd and you the customer.

We, us or our refers to North Devon Wake Park

You and your refer to you the customer

1. Rules of participation

1.1 By completing any bookings/entering the site, you agree that you and all participants have read and understood the information in this document and will inform our staff of any medical conditions; and are aware the use of the facilities are physical activities and have some risk. You do NOT have any medical conditions that may preclude me from undertaking the activities. If any medical information changes you agree that you will make North Devon Wakepark aware of the condition. You will tell the office staff before you enter the water and also inform the staff taking my session of my medical condition(s). By not doing this you understand that any injury that may occur is of my own fault.

1.2 You also realize that the activities offered are physical and some risk is involved, which may be of a type not encountered during normal life and that this risk whilst small cannot be eliminated without making the activities pointless. North Devon Wake Park has done its utmost to reduce these risks.

1.3 You will not do anything that may jeopardize your own or others safety and will comply with the instructions given by the North Devon Wakepark staff. As in all sport there is a risk that you may injure yourself or damage equipment or clothing.

1.4 By entering the site, you agree to abide by our rules and respect everyone and everything at the park. Any damage you cause to the property or equipment due to destructive behaviour will be charged to you

2. Restrictions

2.1 We have a minimum age of 5 on the Aquapark/Paddle boarding/Rings rides and a minimum height of 110cm and that all children under the age of 8 need to be accompanied by an adult with a ratio of 1:2. All participants who enter the water must be confident in water and be able to swim 50 meters with a lifejacket on. For the wakeboarding 6 is the minimum age for the straight-line cable and 7 on slow speed for the full-size cable. Along with the minimum height of 110cm for all activities. On normal speed (30kmph) the minimum age is 10.

2.2 Everyone partaking on the full-size cable (5 tower) is required to have a wristband. We will take your photo for this and you **MUST** scan the band before each start on the dock. This is for us to see where people are on the water and keep track on who is wakeboarding at what time. If you do not have a band then you will not be allowed to ride. You can bring a WakeSys band from another park and use it with us, but you must check in to reception first.

3. Data privacy

3.1 We have an optional box on our sign up to our newsletter. By checking this you agree to North Devon Wake Park to send promotional material or updates about the park to you. This information will not be given to anybody else.

3.2 Personal data is kept on the system for easy of returning customers and rebooking. You cannot partake in any of our activities without completing a form which required personal data. If you wish for these to be removed from the system, they can be by request after your activity.

3.3 Your signature gives the instructor concerned and the North Devon Wake Park staff the right to take emergency action and make related decisions in the case of such action being considered necessary. We may take photos of sessions for use of promotional material. Signing this statement does not affect your legal rights or our obligation towards you. This is valid for 12 months and we will assume that your information is the same unless you tell us otherwise. You will need to resign online or in reception if anything changes or if our terms and conditions are updated.

3.4 Any false information provided will be treated as your correct information as we do not have the resources to check up the information and failing/lying about completing a medical declaration could result in injury; due to our staff being misinformed. This will be completely your fault and we will take no responsibility to this.

4 Safety instructions for wakeboarding

4.1 Entering the water and participating in our wakeboard activities you accept the risk and responsibility that comes with it. Gradings and supervisors are responsible for those in their care. Everyone entering the water must be comfortable in the water and be able to swim 50

meters with a lifejacket on. At the start of your session a safety brief will be given on what to do when on the water and for when you fall. These must be followed, and any other instructions given by staff must be adhered to. If you are ever unsure, please ask a member of staff for help before continuing.

4.2 when riding the kneeboard/wakeboard if at any point you feel you are out of control and may collide with a feature in the water you must let go straight away. This is also the case if you feel you cannot avoid someone. Once you have fallen you must check to see your surroundings and swim to the side straight away, do not try and catch a handle and if you feel that someone isn't going to avoid you, then you must duck under water. When you get to the side climb out using one of the exit docks, to avoid underwater stones and the risk of cutting your feet.

4.3 Validity of tickets. Season tickets are valid throughout the whole year on days that we are open. 1- or 2-hour tickets are only valid on the day booked for and the time period in which they are booked. If you wish to change your session, we will do our best to accommodate you, but this may not be possible to change. The season in which we are open is determined by North Devon Wake Park Ltd and will be weather dependant. If the cable stops for any reason your ticket will be paused and you will not miss out on any time as a result. You must scan your wristband on the WakeSys system before you leave the dock each time and this will tell you how long you have left of your session. All vouchers have a 1-year validity from the date of purchase with no exceptions, unless we have to close for reasons out of control. In which case we will extend the vouchers.

4.4 Equipment. Helmets and lifejackets must be worn the whole time while in the water; these are free to borrow. Beginner wakeboards and kneeboards are also included in the price, these are not for obstacles and if using them on obstacles you will be removed from the water. Obstacle boards are available to hire in the main reception. North Devon Wake Park accepts no liability to damage to your own equipment from using the obstacles on the lake.

5. Refund and cancellation policy

5.1 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). We will always try and give as much notice as possible before we cancel a session; but due to sometimes fast changing weather conditions this can be short notice. For any cancelled session the booking fee is non-refundable. However, if you call us, we can rearrange the session free of charge. 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.

6. Aquapark and water safety of operating

6.1 By entering the water, you agree to abide by the rules given at the safety briefing and by breaking any of the rules we reserve the right to remove you from the water/park and be given no refund. You are NOT under the influence of drugs or alcohol, if you are found under the influence then you will be removed from the water and given no refund. I agree to participate in activities provided by North Devon Wakepark

7. Park Rules

7.1 North Devon Wake Park does not accept any responsibility for loss, damage or theft of anyone's belongings whilst on North Devon Wake Park property.

7.2 By entering the site, you agree to abide by our rules and respect everyone and everything at the park. Any damage you cause to the property or equipment due to destructive behaviour will be charged to you.

7.3 All dogs who come to the park must be well behaved and remain in their owner's car and kept on leads the whole time. Along with any mess caused must be cleaned up immediately so to keep the place nice and tidy. This is due to sheep in the neighbouring field, any dogs found in this field can be procedures and will be charged for any harm they cause the sheep.

7.4 Smoking is not permitted on the wooded decking area for obvious fire safety however we do allow it in the car park and on grass areas along as butts are placed in bins that are provided.

7.5 Anyone wanting to go in the water must be partaking in an activity and nobody is allowed in the water without a lifejacket on.

7.6 We have slacklines for people to use free of charge and these are here for people to enjoy but are unsupervised and you are at your own risk in going on them.

7.7 Littering is not accepted; we love how the lake looks and don't want it spoilt so please put it in the bins provided.

7.8 The use of any foul language is not tolerated as we are a family friendly park and want everyone to have the best time possible.

7.9 All of our activities are subject to availability and recommend that you book in advance to secure the activity you want to do.

7.10 Children under the age of 16 must not be left alone at the park and unsupervised. The activities are not a means of childcare.

7.11 Anyone wanting to hire a “pro wakeboard” for obstacles is required to leave a credit card at reception to ensure their safe return.

7.12 Anyone found stealing rental equipment will be prosecuted. There is CCTV are the park and we will not tolerate this, anyone caught trying to take anything will be banned from the site indefinitely.

7.13 North Devon Wake Park is a family friendly centre where we hope to provide everyone with the best experience possible. Any abuse towards are staff will not be tolerated and you will be asked to leave the site immediately and will receive no refund. Anyone doing this can be banned indefinitely.