



## GENERAL TERMS OF TRADE

This is a basic understanding of intent between NOMAD and our customers and is necessary in order to provide a good quality service and value for money whilst ensuring NOMAD gets paid for its efforts & commitment.

### Cancellation of Trips and 'No Shows'

1. Cancellations must be made at least 1 week prior to the trip/tour and a fee of **25%** of the total cost of the trip excluding VAT will be charged to cover our costs to the bank as well as administration costs. 'No shows' on the day will not be refunded.
2. Booked & scheduled trips that are cancelled due to NOMAD Ventures Ltd. being unable to fulfil the trip requirements will be refunded in full.
3. Customers that have their trip re-scheduled due to inclement weather will be offered another date. Customers unable to attend that date or a date agreed by both the customer and NOMAD Ventures Ltd. will forfeit both their payment and their place in full.

### Payments – BACS Transfer, Cheque & Cash

1. All trips must be paid for at least 1 week prior to the trip/programme i.e. the funds must clear our bank account. Should we not receive the funds at least 1 week prior to launch, we will contact you for a card payment. Failing this, your place will be forfeited.
2. Unless otherwise stated/agreed, our standard payment terms of **SEVEN (7) DAYS** from date of despatch of invoice apply to all accounts. We maintain the right to charge interest at **base rate + 4% interest** charged for every day the account remains outstanding, after a grace period of a further 7 days calculated from the next working day.

### Health & Safety

Sea kayaking is an outdoor sport and by its' very nature can expose paddlers at its worst to;

1. Strong currents and strong wind
2. Rough sea/estuary conditions
3. Cold & wind chill
4. Paddling against strong currents and/or winds
5. Other vessels

### Potential Injuries

Include;

1. Muscle & back aches
2. General fatigue
3. Wrist pain & muscle stiffness
4. Blisters on hands
5. Sea sickness
6. Mild to extreme hypothermia/hyperthermia
7. Shoulder dislocation
8. Sunburn
9. Minor cuts & grazes/nicks etc.

All paddlers must be of reasonable fitness with guidelines as follows;

As a minimum, paddlers **MUST** be able to carry out the following;

1. Touch your toes whilst standing with your feet shoulder width apart.
2. Run (slowly) a minimum of 200 metres without stopping/rest.
3. Swim a minimum of 25 metres fully clothed.
4. Please come prepared. NOMAD Sea Kayaking cannot take responsibility for any injuries sustained prior to, whilst paddling and/or on completion of a trip/tour.

Please note that we reserve the right to refuse participation to any paddlers who cannot meet the above requirements. We also reserve the right to 'bale out' any paddlers who are deemed to be unfit, overweight, slowing the group down unnecessarily or a potential danger to themselves, the group and/or the Guides.



### **Health & Safety Continued**

You are obliged to inform your guide of any medical conditions you feel may affect you whilst out on the water. These include;

- Diabetes
- Heart conditions
- Epilepsy
- Rheumatism/arthritis
- Back/knee problems &/or shoulder problems
- Hearing and/or site problems
- Sea sickness
- Fears of deep water/swimming or any other relevant phobia/fears

### **Bale Outs**

Be advised that we are unable to refund customers who 'bale out' of any trips, courses, events et cetera. We reserve the right to charge customers who have 'baled out' or have had to 'bale out' for any charges incurred to extricate the customers i.e. taxi/cab charges, fuel and parking costs and time incurred. 'Bale out' is defined as not being able to complete a trip, course or event for whatever reason/s.

### **Right of Participation**

NOMAD Sea Kayaking and all of its Guides reserve the right to refuse participation in any of our trips, tours and/or course to anyone due to the following, non exhaustive list;

- No food and/or fluid
- Inappropriate dress (read our guidelines in your confirmation email or hire paddling gear from us prior to departure.
- Under the influence of any substances i.e. alcohol, drugs, medication etc.
- Aggressive, abusive behaviour.
- 'Unsafe' attitude or approach to the experience. This is subjective and the final decision always lies with the Guide/s leading the trip/tour/course.
- Unable to control their craft i.e. basic manoeuvres like turning, steering, forward paddling and so on.

**PLEASE NOTE: The Senior Guide for your trip holds the right to cancel or reschedule any trips or training programme due to weather, tides or unforeseen circumstances out of his/her control or that of the business. Discounts will not be offered for re-schedules.**

NOMAD Guides are responsible for your safety and well being as well as doing the very best to ensure our customers gain the maximum enjoyment and value for money from their trip/tour/course. The more you help your guide do this, the more you'll get from the experience.

***See you on the water!!***

