



## **Disabilities, Medical Conditions, Phobias or Anything that May Limit Guest Participation**

We welcome everyone regardless of phobia, disability, limitation or medical condition to join us on any of our events. For the safety of our Guides, Coaches and all of our guests we do require disclosure of any condition that may affect your ability to participate and it is your responsibility to fully inform us. We appreciate that some conditions are sensitive to our customers and require a level of confidentiality. As such we ask that you make this clear in the comments box provided when placing your booking. Please provide as much information as reasonably possible and be clear on any specific requirements you or any member of your group requires.

If you feel unable to share details of your condition due to it being somehow 'embarrassing', that is fine, we do not want you to feel uncomfortable. All we need to know is if and how your condition may affect your ability to participate in your chosen event. Remember you will probably be part of a group and we need to consider any affect your condition may have on our other guests i.e. return times, launch venue, time on the water, overall duration of event et cetera.

Once we are informed, a member of our staff (the allocated Lead Guide or Coach for your particular event) will contact you directly to chat through your needs. You can request a 'confidential' call and this will ensure that the conversation takes place in private. Your information is then only shared with your allocated Lead Guide or Coach and any senior support staff on the event who are directly responsible for group safety i.e. a Guide or Assistant Guide.

## **Event Limitations**

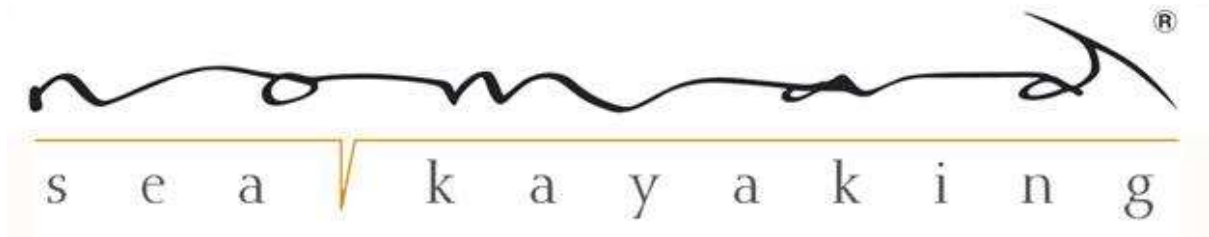
Over fifteen years of trading we have never had to turn away a guest for a disability, medical condition, phobia or anything else for that matter. We have plenty of stories of one legged and one handed guests, guests with deep water fear phobias, guests who couldn't swim and a plethora of previous injuries and operations affecting flexibility and performance. None of these guests were turned away, and every one, without exception had a great experience.

We have to be reasonable. There may be operational limitations and if there are these will be discussed when your Lead Guide or Coach contacts you and we know how your condition may affect the event. If the event, for operational reasons, is unsuitable, we will suggest an alternative which you are not obliged to accept.

## **Getting you 'Out There'**

We will do everything we can to accommodate any limitation you may have. We may allocate a particular kayak for its stability or speed, allocate a Guide to be near you wherever possible throughout the event. We also accommodate dietary needs, where possible or make an adjustment to your gear or how we care for you.

For example, we once made a strap to allow a one handed guest to paddle and we carried a disabled paddler up the beach that turned out to be an excellent and capable paddler but couldn't walk. Anything is possible and we will always do our best to accommodate anyone who wants to enjoy our beautiful environment.



## Your Responsibility

Please ensure you fully inform us of any medical condition/s, disabilities, phobias or any limiting factors which may prevent your full participation on your chosen event. Please don't forget that this can also include how we communicate with you. If you believe that you interpret forms of communication differently, such as written or verbal, please let us know. We offer full accessibility. Understanding our guests better, helps us offer a better experience. If this helps us add reassurance for you before the event and/or ensures specific communication you will require while you are on the water it allows us to offer you the best event we can. Don't expect us to 'know' about every medical/mental health condition and/or disability. If you don't tell us, we won't know!

It is your responsibility to ensure we are fully informed so that we can fully accommodate you and ensure we are prepared. We want you and all of the guests in your group to have a good time and gain value for money. You can contact us directly to discuss any issues or ask questions before booking;

- ❖ [adventure@nomadseakayaking.co.uk](mailto:adventure@nomadseakayaking.co.uk)
- ❖ 01473 - 375 026

We look forward to welcoming you.

