



BARE FEET COASTEER -TERMS & CONDITIONS 2023

1. Booking and Payment

- a) A booking received and confirmed by Bare Feet Coasteer will be regarded as provisional.
- b) A booking is confirmed when Bare Feet Coasteer has received the cleared payment.

2. Cancellations and Refunds

- a) Should you cancel your booking for any reason up to seven days before the commencement of the session, the initial deposit will be forfeited.
- b) Should you cancel your booking up to four days before the commencement of the session, Bare Feet Coasteer will require 50% of the full cost.
- c) Should you cancel your booking up to three days before the commencement of the session, Bare Feet Coasteer will require 75% of the full cost.
- d) Should you cancel your booking within 48 hours of the commencement of the session, Bare Feet Coasteer will require 100% of the full cost.
- e) No refunds will be offered for cancellation which arise from circumstances that are beyond the control of Bare Feet Coasteer. If a session has to be cancelled due to there being fewer than the required number of participants for the coasteer, Bare Feet Coasteer retains the right to offer alternative activities or to transfer the booking to another date.
- f) Bare Feet will offer a full refund if sea or weather conditions are deemed unsafe by Bare Feet Coasteers designated Lead Guide allocated for the booking.
- g) Any cancellations must be notified in writing or by email to nick@barefeetcoasteer.com and will be effective from the date of receipt.
- g) Any cancellations due to Covid restrictions will receive a full refund if booked direct or refund minus the transaction fees if purchased online.

3. Conditions

- a) All activity sessions are overseen by appropriate qualified Instructors. Instructor to client ratios are in accordance with National Coasteer Charter guidelines. Whilst every reasonable attempt will be made to deliver all activity sessions, Bare Feet Coasteer reserves the right to cancel or modify any session due to safety requirements or factors beyond our control.

4. Liability and Insurance

- a) Bare Feet Coasteer holds public liability cover up to £5m
- b) Bare Feet Coasteer provides coasteering sessions, which can be potentially dangerous. All participants must be aware of this and accept the risks associated with the chosen activity. Bare Feet Coasteer accepts no responsibility for injury or illness arising from the coasteer session.

5. Health and Safety/Conduct

- a) Due to the nature of coasteering all participants should be physically fit. Anyone with a medical condition must make the Bare Feet team aware at the earliest opportunity before the session and if required seek medical advice before considering participating.
- b) Contact lenses and spectacles are permitted to be worn at the discretion of the BFC Staff. The wearer must accept full responsibility for any injury sustained before, during or after a session.
- c) Participants will not be permitted to consume alcohol or drugs prior to, or during the activity sessions. Bare Feet Coasteer staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.
- d) Bare Feet Coasteer staff may require any participant to leave the activity session without compensation if that person acts in such a manner as to actively endanger him/herself or any other water user/ staff.
- e) Bare Feet Coasteer must be informed of any medical condition (asthma, epilepsy, etc) or any other special needs which may impair the individual's performance on the coasteer.
- f) Bare Feet Coasteer reserves the right to restrict the provision of activities and services if the management deem an individual or groups behaviours to not be in keeping with the ethos of Bare Feet Coasteer.

6. Equipment and Clothing

- a) For comfort and safety reasons , all participants must wear the appropriate equipment provided by Bare Feet Coasteer.
- b) For "The Winter Coasteer" Bare Feet Coasteer will supply all equipment including boots and gloves within the price.

c) During the summer months when the water is warmer we reduce the price of our coasteer sessions as we **DO NOT** supply gloves or footwear for customers use during these sessions. Customers do not need gloves during the summer months but **MUST** bring some old trainers or wetsuit boots to protect their feet this is essential. Customers cannot participate without footwear.

d) There is a surf hire shop right on the beach if you need to hire wetsuit boots.

e) Customers may wear their own wetsuits as long as they are suitable for the activity ie they must be full wetsuits ie covering the full length of your legs and arms . They must be a minimum of 4/3mm thickness. The Lead Guide will check your suit when you arrive and let you know if it is appropriate for the session.

f) Damage to or loss to Bare Feet Coasteer equipment caused by negligence, malicious acts or carelessness must be paid for at the time and at the current replacement value.

7. Complaints

a) Complaints should be referred to nick@barefeetcoasteer.com within seven days from the date of the coasteer session.

Bare Feet Coasteer will adhere to its complaints procedures and act to do everything possible to rectify the situation. The client will receive a written reply from the Director of BFC .

8. Conditions of Service

a) As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification and modification at any time. Only the Director of Bare Feet Coasteer is empowered to vary or waive any of the conditions of booking.

9. Guidance Notes

a) Due to the nature of some of the activities at Bare Feet Coasteer all participants should be physically fit.

b) Anyone with a medical condition must seek medical advice before considering participating.

c) Minimum age is 8 years old unless agreed by the Director on Bare Feet Coasteer.

d) Coasteering - All participants must be able to swim 75 metres comfortably. If you are coasteering during the summer months you will need to bring with you an old pair of trainers that you don't mind getting wet to wear throughout the session. This to protect your feet for example when you are climbing or traversing rocks.

e) We do not support the use of cheap "Rockpool Shoes" they are very flimsy and do not protect your feet properly, you will be asked to hire wetsuit boots for the session.

f) Participants will be asked to fill out a "participation form" before their session which asks some simple questions about their health and their agreement to take part in the activity. This must be filled in and signed before they can take part in the coasteer session.

g) Copies of the participation form are made available on line during the booking process and hard copies are available on arrival for your session.

10. Covid-19

Our Governing body (The National Coasteer Charter) has produced guidance for all coasteer companies which we are using in conjunction with our usual NOP, EAP and Risk Assessments. We require all customers to observe these rules and instructions from Guides when given. These documents are available to review on our website <https://barefeetcoasteer.com/covid-19-update/> 11.

Photographs and Videos

a) We take photographs and videos of each session on our Go Pro cameras. We share them with customers via a link after each session. We do not charge for them. From time to time we use some of the footage and shots for our website and social media, therefore we ask customers to let us know at the start of the session if you would prefer not to have shots taken.

b) We do not use shots of children, only adults.

b) Unfortunately, from time to time we have issues such as the cameras leaking, being lost, the SD cards can fail or become corrupted. This is very rare indeed but can mean that we won't have shots of the session, there is no compensation for this I am afraid.

c) By purchasing your Coasteer session with Bare Feet Coasteer, you confirm that you have read and are in a agreement with these terms and conditions.

These Terms and Conditions were reviewed on 9th January 2023

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During the winter season for our "Winter Coasteer" product Bare Feet Coasteer will supply all equipment including Boots and Gloves

During the Summer season for our "The Coasteer" product Bare Feet Coasteer DO NOT supply footwear for customers use during the coasteer session this MUST be supplied by the customer **and is essential. Customers cannot participate without footwear.** Customers may wear their own wetsuits as long as they are suitable for the activity undertaken. Damage to or loss to Bare Feet Coasteer equipment caused by negligence, malicious acts or carelessness must be paid for at the time and at the current replacement value.

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