



Café Rio, SUP & Kayak Hire Terms & Conditions

These Terms & Conditions apply to the use of the facilities and service provided by

Café Rio, SUP & Kayak Hire
Maidencombe Beach
Steep Hill
Maidencombe
TQ1 4TS

Emergency Contact:

Owner Linzi Conday: 01803 317737 /07747615394

Payments

All payment of equipment is to be taken in full before using it.

Kayak and SUP hire requires a valid ID ie: Driver's license or bank card which will be held securely until the equipment is returned.

Equipment

All equipment is regularly checked for damages and aesthetic degradation. If you find that any equipment is faulty, please report it to a member of staff prior to the start of your activity, otherwise you may fall liable for charges associated to the damage.

Our paddles and paddle boards and Kayaks are very expensive, please take great care not to damage them. Any equipment must be returned without damages.

Please report any damage caused to the equipment during your activity immediately.

By participating in the activity you thereby agree to take all responsibility and liability for the equipment which occurs during the hire period and pay for any damages caused by improper use.

Charges include:

- a Punctured paddle board – Up to £60
- a torn wetsuit or PFD – Up to £70
- a SUP Paddle – Damaged or lost – Up to £40
- a coiled Leash – Up to £20
- a damaged Fin – Up to £30
- a Kayak – up to £500
- a KAYAK Paddle – up to £80

The customer understands we do not take any responsibility for any injury to yourself or others during the hire period.

If the equipment is returned after the agreed hire period then further charges may be incurred and the new hire period will start again and the customer will be charged.

If the customer returns the hire equipment before the rental time period has expired no refund will be provided.

Failure to return rented equipment may be subject of criminal complaint for theft against practise of civil responsibility of the contract between the parties.

Paddle boarding & Kayaking can be inherently dangerous therefore by hiring the equipment the customer acknowledges that they are exposed to certain risks which include may include but are not limited to physical hazards, unpredictable and actions of other persons.

Cancellation & Refund

Café Rio SUP & Kayak Hire reserve the right to cancel sessions at any time, should we deem the weather conditions too dangerous, in this instance a full refund will be given.

We reserve the right to refuse participation or clients we believe may be under the influence of drugs and alcohol.

For safety reasons we reserve the right to stop a session for safety reasons which may be due to, but not limited to adverse weather or water conditions.

If you have pre booked a session and you are unable to make it, please provide 48 hours' notice prior to the activity date, we will try and offer you an alternative date to take the session, if this is not possible a full refund will be given.

Health & Safety Policy

Café Rio, SUP & Kayak hire is covered by public liability insurance.

All paddlers are made aware that they are undertaking the activity at their own risk.

All paddlers are made aware of the safety guidelines and will be asked to read, understand and the sign the pre-hire agreement form.

All children under the age of 14 must be accompanied by an adult on the water on a separate board. If this is not possible the legal guardian must remain in ear and eye shot of the paddler. This is down to licensing, insurance and child protection.

All paddlers under the age of 18, all forms and aspects of the safety information must be read and understand by them but signed by a parent or guardian over the age of 18.

All paddlers must declare any medical condition on the pre-hire agreement form that might affect their ability to paddle, or we should know in case of emergency.

All paddlers must not paddle under the influence of alcohol or drugs.

All paddlers must sign to confirm that they are able to swim and/ have a certain level of competency in the water.

All paddlers must ensure they wear the Buoyancy aid provided when on the water.

All Paddlers using the paddleboards will be instructed to ensure the leash is used at all times.

Any novice paddlers will be advised to stay within the Maidencombe beach area.

All other paddlers not to exceed the limits of Mackerel Bay and Oddicombe South, and not to go out further then 200 meters from shoreline, they will be shown to them on a map before departing.

All paddlers will receive a brief on the proper use of the equipment and safety rules and techniques, to include proper method for carrying board and paddles.

Paddlers must not allow anyone else use of Cafe Rio SUP & Kayak hire equipment if they have not read and signed the pre-hire agreement form.

Privacy Policy

Café Rio is strongly committed to protecting your privacy. Personal information collected will not be shared, rented or sold via third part for any purpose. With your permission, we may collect and store the following personal information, email, address, physical contact. We may use your email address on occasion to send promotional information unless you state otherwise. We will not store your financial information.

Photography

If you agree to have your photos taken, these will be made available to you free of charge, but will remain the property of Café Rio SUP & Kayak Hire and may be used in online or offline promote Café Rio SUP & Kayak Hire.

And Finally

Café Rio SUP & Kayak Hire reserves the right to alter these terms and conditions without notice.