

HORSESHOE LAKE ACTIVITY CENTRE - BOOKING CONDITIONS

- No contract exists between the Company, HORSESHOE LAKE, and the client until the Company has received the appropriate full payment for the booking detailed. No variation of these conditions shall form part of any contract between the Company and the client unless it is confirmed in writing by the Company and the client.
- All persons taking part in an activity at the Centre must be in good health and confident in deep water. Buoyancy aids must be worn at all times whilst in the vicinity of the water or on the pontoon. Shoes suitable for wet use must be worn at all times for water-based activities. Wetsuits should be worn when the air temperature is less than 12°C.
- If weather conditions or any other circumstance make tuition difficult on the scheduled date, clients will be re-booked onto a mutually convenient date. Postponement or rebooking is at the discretion of Freetime Leisure (Watersports) Ltd. only. Customer requested changes to the booking, within one week of the scheduled activity, will incur a £25 administration fee.
- All courses and activities are subject to change according to weather, programming requirements and a satisfactory number of participants.
- If after acceptance of the booking the Company agrees with the client to alter any aspect of the booking, the Company shall make best endeavours to effect such alteration. If, for any reason the Company is unable to do so, the client shall be bound by the original booking and number of participants advised.
- The Company reserves the right to exclude or refuse any person at any time prior to or during the activity or course if, in the Company's opinion, that person's condition or behaviour is not compatible with the general enjoyment and well-being of other customers or the satisfactory administration of the activity. In this instance the Company will give no refund of the cost of the course or activity.
- If, after acceptance of a booking, the Company receive less than fourteen days written notice of cancellation or reduction in numbers, the client will be liable to pay in full for the number of participants stated on the Booking Form.
- No compensation will be paid or refund given if cancellation or change by the Company is brought about by war, strikes, disaster, terrorist activities, fire, flood, industrial action, quarantine, weather or any other event outside the control of the Company.
- The Company shall not be liable for any loss or damage to any property of any person undertaking an activity or any loss, delay, inconvenience, fatal or other injuries or illness suffered by that person unless caused by proven negligence of the Company or its employees.
- All participants must also comply with Lake User Guidelines and any verbal directions given by the Centre staff.
- On occasion, photographs are taken of people participating in the Centre's activities for promotional purposes. If you do not wish photographs of you, your child or anyone in your party to be used, please tick this box

LAKE USER TERMS & CONDITIONS

These Terms and Conditions concern the relationship between Horseshoe Lake Activity Centre customers and the Management Company FREETIME LEISURE (WATERSPORTS) LTD. operating the Centre on behalf of Bracknell Forest Council.

All Lake Users must comply with the following regulations:

- Launching is not permitted from anywhere other than the official launching area as directed by Centre staff.
- Unauthorised interference with any safety equipment provided by the Centre for the benefit of lake users is prohibited. Legal action may be taken against anyone found causing wilful damage to lifebelts or other life-saving equipment.
- Access to the lake or Centre premises outside of the official Centre opening hours is prohibited.
- Angling is not permitted on the lake. Any interference with, or harassment of wildlife on the lake and its surroundings may be a criminal offence under the Wildlife and Countryside Act 1981.
- Dinghies with stepped masts are only to be transported within the launching area and the Boat Park. Stepped masts are not permitted in the car park due to the proximity of overhead power cables.
- Smoking is only permitted in designated smoking areas.
- Observe Lake Evacuation signals as directed by staff.
- Observe any request from Centre staff to avoid certain areas of the lake, as far as is reasonably possible.
- Clients and other guests use the lake, facilities, storage areas and car park entirely at their own risk and the company accepts no responsibility for loss or damages whatsoever or howsoever caused.