

These LVWWC Terms and Conditions are incorporated into the Lee Valley Leisure Trust Limited's Standard Terms and Conditions of Sale which apply to all purchases. Words defined in the Standard Terms and Conditions of Sale have the same meaning in these LVWWC Terms and Conditions. If you are unsure as to whether you are able to take part in any activity, or you have any questions concerning these LVWWC Terms and Conditions, please contact us before booking.

For the purposes of these terms:

LVWWC means Lee Valley White Water Centre. Lee Valley Leisure Trust Limited trading as Vibrant Partnerships operates and manages the LVWWC

you means the customer, being any person taking part in any activity at the LVWWC

### 1. Important Notices

- 1.1 To take part in the activities available at the LVWWC you should be in good physical health and able to undertake and successfully complete the relevant activity assessment.
- 1.2 If you are pregnant or might be pregnant, we advise you do not take part in any of our activities.
- 1.3 By entering the LVWWC, you have accepted, and agreed to comply with, these LVWWC Terms and Conditions.
- 1.4 In making a booking on behalf of a group, you are responsible for ensuring all group members comply with these LVWWC Terms and Conditions.
- 1.5 LVWWC staff can assist any customers who have questions regarding sizing and the fitting of safety equipment. Please telephone LVWWC to discuss any questions you may have before booking.
- 1.6 Please be aware we operate a safe play environment any child deemed to be partaking in dangerous play will be removed from the session.

### 2. Children and Young People

- 2.1 Children under 12 years old must be accompanied by a parent or responsible adult at all times throughout their visit to LVWWC.
- 2.2 A Parental/Guardian Consent Form signed by a parent or guardian must be submitted for all participants under 18 years old before the activity can take place (the form is available on our website, alternatively please ask us for a copy). If this form is not submitted the booking will be cancelled and the cancellation conditions in clause 3 of these LVWWC Terms and Conditions will apply.
- 2.3 Height restrictions apply to the following activities:

Activity	Minimum/Maximum height at time activity takes place and other conditions
Dora the Explorer Playzone ©	You need to be under 1.25m tall to play on this inflatable
Tots Playzone	You need to be under 1m tall to play on this inflatable
Disco Dome	You need to be under 1m tall to play on this inflatable
Kick 'n' stick	You need to be under 1m tall to play on this inflatable
Dash 'n' Grab	You need to be over 1m tall to play on this inflatable
Last One Standing	You need to be over 1m tall to play on this inflatable
The Descent	You need to be over 1.25m tall to play on this inflatable
The Colossal Bouncy Castle	You need to be over 1m tall to play on this inflatable
Run the Gauntlet	You need to be over 1.25m tall to play on this inflatable

### 3. Cancellation

- 3.1 If you would like to cancel a booking, you just need to let us know by contacting us by email at [beachandplaypark@vibrantpartnerships.co.uk](mailto:beachandplaypark@vibrantpartnerships.co.uk) or by telephone on 03000 030 616.
  - 3.1.1 for requests received anytime up until 1 day before the activity start date a 50% refund will be given
  - 3.1.2 for requests received within 24 hours before the activity start date no refund will be given.
  - 3.1.3 If we do cancel your booking, we'll email you with a voucher to allow you to rebook your session. All communications for your rebooking will be done by email from [beachandplaypark@vibrantpartnerships.co.uk](mailto:beachandplaypark@vibrantpartnerships.co.uk).

#### **4. Rescheduling**

4.1 If, for any reason, you would like to reschedule your booking the Trust will do its best to assist you. Subject to availability, and at the sole discretion of the Trust, you may reschedule the date, time and/or type of activity booked up to 1 day before the activity start date.

#### **5. Equipment, Instruction and Supervision**

5.1 Safety briefings are given in English. In order to safely participate in any activity at LVWWC you must be able to understand the briefing in full. If you do not understand any aspect of the safety briefing given to you, please ask for clarification at the time of the briefing, before you participate in the activity.

5.2 Weather conditions may affect our ability to open the play park. Please check the website for updates on its status. For your booking please check the website after 3pm the day before.

5.3 We reserve the right to reschedule your booking due to adverse weather conditions.

#### **6. Respecting our staff and other customers**

6.1 In booking and participating in an LVWWC activity you agree to follow the instructions given by our staff.

6.2 If you do not act in accordance with these LVWWC Terms and Conditions you may be asked to leave the LVWWC without any entitlement to a refund.

6.3 Dangerous or threatening behaviour will not be tolerated. If you are part of a group which causes a disturbance, the group will be treated as one and our staff have the right to remove the whole group from the LVWWC and no refunds will be given.

#### **7. Liability**

7.1 As stated in the Standard Terms and Conditions of Sale, the Trust shall not be liable for:

7.1.1 any damage or loss of any property or items belonging to you, any member of your group or any third parties; or

7.1.2 personal injury or death of any person but only so far as such injury or death is not caused by the Trust's negligence.

7.2 As long as 70% of our attractions are open at the time of your visit, you will not qualify for a refund.

#### **8. LVWWC policies and information**

8.1 Smoking (including electronic cigarettes or any other artificial cigarettes or smoking devices) is not permitted anywhere within the LVWWC which includes the car park and all external areas.

8.2 Any person suspected to be under the influence of alcohol and therefore unfit to participate in an activity will be refused admission and shall not be entitled to a refund.