



TERMS & CONDITIONS

Risk and Safety

Ma Simes Outside have a commitment to providing the best possible participant experience within the framework of the highest safety guidelines and procedures. We employ experienced and appropriately qualified instructors and technical advisors to ensure that this commitment is delivered upon in every activity that we run.

All participants and (in the case of children) their parents/guardians should be aware that the nature of the activities provided by Ma Simes Outside, along with the constantly changing environment, involve an element of risk that can never entirely be eliminated.

For safety reasons all participants should listen carefully and abide by the decisions and instructions made by the instructor during the course of the activity. The instructors will abandon a session should the behaviour of an individual compromise the safety of any members of the group.

All participants are required to fill out a consent form prior to the activity.

Insurance & Liability

Ma Simes Outside holds public liability insurance. The limit of indemnity is £5,000,000. Proof of insurance is available upon request. Ma Simes Outside does not provide personal travel or accident insurance. We strongly recommend that you are insured for your activity with us and that groups take out travel insurance to protect against financial loss in the event of cancellation.

Minors

The minimum age for coasteering, paddleboard, and kayaking is 8 years old. Even for a child who meets this minimum age requirement, consideration should be given by the parent or guardian to the child's readiness to undertake the activity, with regard to confidence and physical ability.

Depending on the activity, children may need to be accompanied by a parent/guardian.

In any situation where an adult is accompanying one or more children to whom they are not parent or official guardian, the adult are in loco-parentis and are responsible for the safety, well-being, and behaviour of those children at all times.

Payment

Payment for all activities must be made in full at the time of booking.

Activity alterations/cancellations

Ma Simes Outside reserves the right to change activity structures and times in accordance with conditions on the day. In the unlikely event of a cancelled activity, participants will be given the option of a full refund or an alternative activity and/or date.

In the event of cancellation or 'no show' by the participant/s Ma Simes Outside will not offer a refund or alternative date.

Fitness Level

All activity participants should be of good health and have an appropriate level of fitness and mobility for the given activity. If any participant is pregnant or has a medical condition such as high blood pressure, epilepsy, etc, we strongly advise you to consult your doctor for advice and to inform Ma Simes Outside prior to booking. The consent form includes a section for the disclosure of any

medical conditions.

Equipment

Participants should bring the following items of clothing with them:

- Water-based activities Swimsuit, towel, closed toe shoes e.g. old trainers
- Non-water-based activities Suitable clothing for outdoors and weather conditions

All other suitable equipment such as wetsuits, buoyancy aids, helmets, surfboards, kayaks, will be provided by Ma Simes Outside.

Ma Simes Outside will not accept liability for any damage to or loss of participants' clothing or possessions during an activity.

Transport

Ma Simes Outside does not provide transport as part of the activities. Some activities (e.g. Guided walks) may require that the group takes a public bus service together.

Free parking is available for all participants on activities which begin at the Coasteering Centre. Ma Simes Outside is not responsible for any damage or theft to vehicles parked in the free parking area.

Arrival

Participants should arrive at the meeting point (be that Ma Simes Outside Booking Office, Coasteering Centre, Whitesands Surf School or any other agreed location) at least 10 minutes before the activity is scheduled to begin.

Images

Photography and/or video recording may be carried out during courses for use in promotional, advertising or publicity material. If you do not wish for any such photos or video footage to be used for this purpose, please indicate this by ticking the appropriate box on the consent form..

Personal property

Ma Simes Outside does not accept responsibility for participants' property of any description. Property is in all circumstances the sole responsibility of the participant. Ma Simes Outside takes no responsibility for any property stored in the Coasteering Centre or any other Ma Simes Outside locale or vehicle.