

Thank you for taking time to read our terms and conditions.

Data Protection

To purchase a gift voucher you will be asked for personal details which you provide at your own discretion. Lakeside Ski and Wake declares that it will not use personal data for any purposes other than customer service. We endeavour to ensure information is stored and processed in accordance with data protection regulations.

Gift Vouchers

Gift vouchers are valid for one year from the date of issue. Any activity using this voucher must be within one year of the date of issue. The voucher will only be redeemable against the activity specified. Each voucher can only be used once.

Once purchased, no refunds can be given on a Lakeside Ski and Wake Gift Voucher.

Please have your gift voucher code when you call us to book, and printed gift voucher on arrival.

Participants must:

- Be six years of age or over
- Be able to swim 25 metres in light clothing or a wetsuit
- Provide a parent or guardian consent form (if under 18 years old) prior to the commencement of the activity.
- Be accompanied by a responsible adult if under 18 years old

This is a physical activity - please consult your Doctor if you have any concerns about taking part. We reserve the right at any time to exclude a participant where, in our opinion, that person is unable to safely take part (whether for medical reasons or because of any disability or physical impairment or weakness).

Activity Booking

You must book in advance by calling Lakeside Ski and Wake.

Lakeside Ski and Wake may have to rearrange your activity because of adverse weather conditions, equipment failure or other unusual events. We will do our utmost to make sure this doesn't happen, but in the event it does, we cannot be responsible for any costs howsoever incurred.

Changes of date cannot normally be accepted on booked activities. Unless cancelled by Lakeside Ski and Wake for the reasons outlined above, changes are not permitted.

Equipment

Participants only need to bring swimwear and a towel. All special equipment required to participate will be provided. This includes buoyancy aids or life jackets. We reserve the right to require you to use our equipment where we deem your equipment to be unsafe or unsuitable. The pictures used on the website and our vouchers portray the type of activity available although actual equipment may vary from what is shown.

Behaviour and Safety

Participating in any water sport carries an inherent risk of injury and drowning. To minimise such risks you must comply with safety regulations and instructions. We reserve the right to exclude participants if they appear intoxicated or engage in inappropriate behaviour or if they fail to follow any safety instructions. Any person (at the discretion of the instructor) thought to be under the influence of drink or drugs will be not be able to take part.

Lakeside Wake and Ski is a family friendly environment and has a zero tolerance approach to unacceptable verbal and physical behaviour. Shouting, swearing and verbal or physical harassment are examples of unacceptable behaviour.

Leave plenty of time to arrive and get ready. You must be ready to start your activity on time or your booking will be forfeit.

Any person who is excluded for any reason shall not be entitled to a refund.

Events beyond our reasonable control.

We shall not be in breach of these terms, or liable for any failure to perform any of our obligations in relation to your booking due to any adverse event, act, omission or accident which is beyond our reasonable control. This may include, but is not limited to, adverse weather conditions, natural disasters, flooding, other acts of God, water quality problems, acts of terrorism, interruption or failure of electric, gas, water, or other utility service, boat machinery, computers, vehicles or any collapse of buildings.

General

Statutory rights are respected. If any of these terms conflict, then statutory rights prevail.

Our Liability

Lakeside Ski and Wake cannot accept liability for lost, stolen or damaged items however so caused.

We reserve the right to change these terms. The terms applicable to your Booking are those in force on the date of Booking.

These terms are governed by the laws of England and Wales