

Want to Canoe? Hire Terms, Conditions & Rules 2025

INTRODUCTION

Thank you for choosing **Want to Canoe?** for your Watercraft adventure on the beautiful River Wye or local waterway. We are excited to welcome you, and our team is committed to ensuring you have a safe and enjoyable experience on the water. **Before you set off**, please take a moment to read through the following **Hire Terms, Conditions & Rules** carefully. These terms, conditions & rules apply to **all members** of your booking (that is, every participant in your group) and are designed to keep everyone safe while ensuring an enjoyable trip for all. By making an advanced or 'on the day' booking with us or if you are joining one of our trips, you acknowledge that you and everyone in your party agree to abide by these hire **terms, conditions & rules**. These guidelines are essential for a safe and enjoyable river experience, and we thank you for your cooperation. We wish you a wonderful time on the river.

THESE RULES APPLY FOR THE DURATION OF YOUR HIRE ACTIVITY, YOU AND ALL MEMBERS OF YOUR PARTY THAT YOU ARE RESPONSIBLE FOR OF YOUR PARTY MUST:

1. **ALWAYS** wear your correctly fitted & secured buoyancy aid. Wear jackets etc., over your buoyancy aids.
2. **NOT** consume alcohol or take drugs for the duration of your activity. **Celebrate at the end!**
3. **ENSURE** children and any non-swimmers are **PAIRED** in a watercraft with an adult swimmer.
4. **HAVE** one mobile phone per watercraft. It is an **ESSENTIAL** tool. Make sure it is kept safe from water.
5. **NEVER** leave children or animals unattended in any watercraft. Never tie your pet to a watercraft.
6. **NOT** fish from watercraft. The Wye is a licensed & seasonal catch & release river. Significant **PENALTIES** apply.
7. **NOT** stop on the River Wye unless for an emergency or at an officially designated place to land, swim or by landowner consent.
8. **NOT** litter on the Wye. Please take rubbish home or use our bins provided.
9. **NOT** play loud music or make excessive noise from your group.
10. **AVOID** anglers and their lines. Communicate with them if unsure.
11. **NOT** interfere with other river users and or **ANY** wildlife on the river. **ALWAYS KEEP** your pet under control!
12. **NEVER EVER** use your paddle for anything but paddling. **Excessive force** on a paddle can cause it to snap and cause a serious injury.
13. **NOT** intentionally **HIT** objects in the water such as rocks, logs and other watercraft. **Avoid** where possible passing under low hanging tree branches, if unavoidable, **lean forward as far as you can**, protect your head with an arm, and **carefully** pass under the branches. **NEVER** hold on to a branch when passing under or **lean backwards** to avoid hitting any branches as this can cause your watercraft to **CAPSIZE**.
13. **CARRY** on your person **SUFFICIENT** medical interventions for the length of your trip such as asthma inhalers, EpiPens, insulin, glucose, and or antihistamine etc.
14. **BE AWARE** of the **COUNTRYSIDE CODE** <https://naturalresources.wales/days-out/the-countryside-codes/the-countryside-code-advice-for-countryside-visitors/?lang=en> and the **CANOEING CODE** <https://naturalresources.wales/days-out/the-countryside-codes/the-canoeing-code/?lang=en> before departure.
15. **CALL 999** for **ALL Emergencies**. It is your responsibility to notify emergency services for **ANY INCIDENT** that **REQUIRES** emergency assistance. You should ensure that you know how to share your exact location from your mobile device.
- 16.. **KEEP** a copy of these numbers with you for assistance. Use these if it is not an emergency but if you require assistance:

01497 820604 – 07872 892012 – 07500 834556 – 07582 678885

THESE TERMS & CONDITIONS APPLY FOR THE DURATION OF YOUR HIRE ACTIVITY FOR YOU AND ALL MEMBERS OF YOUR PARTY THAT YOU ARE RESPONSIBLE FOR

AGE AND GROUP SIZE RESTRICTIONS

We do not hire watercraft to solo paddlers. A minimum of 2 people must be in your group. There must be at least one adult (18+ years) participant for any hire agreement and activity. The minimum age to participate is 4 years.

The adult to child ratio is determined by river conditions and watercraft type. Typically, a child aged 9 and under will require 2 adults for a hire agreement. We reserve the right to require additional adults if we or any of our staff are unsure of the capabilities of any members of your group.

CAPABILITIES AND NON-SWIMMERS

All participants must be suitably fit and free from injury or illness relevant to participating in the hire activity. River water sports even on the River Wye or the local waterways should be considered as a **strenuous activity**. All adult members of your hire must be able to float, paddle, or swim approximately 25 meters fully clothed, whilst wearing a buoyancy aid. **YOU MUST TELL US** of any non-swimmer participants for your hire activity. Non-swimmers must always be partnered in a watercraft with an adult swimmer. **Therefore, non-swimmers ARE NOT permitted to USE ANY SOLO watercraft at any time during your hire activity.**

MEDICAL CONDITIONS

All members of your group must be medically fit to participate in this hire activity. Our advice to you is that you should consider not participating in this activity if you are pregnant, have had recent surgery or illness, have a heart condition, high blood pressure, aneurysms or any similar condition. If any of the afore mentioned apply to you or if you have any doubts or concerns about your medical situation, you should seek the advice of your doctor or other medical practitioner before participating in this activity. **OUR STAFF CANNOT ADVISE YOU!**

EQUIPMENT, INSTRUCTION, AND SUPERVISION

The participant agrees to pay for any loss of and or damage to our equipment. If you choose to use your own equipment it is your responsibility to ensure that it is of satisfactory quality and fit for the purpose of the activity you are undertaking. We hold no responsibility for accident or injury caused through use of your own equipment. You must adhere to the equipment and safety briefing and all verbal instructions given to you by us, prior to your trip. We will NOT transport personal private watercraft; you will need to make your own arrangements.

PERSONAL BELONGINGS

We ensure that all our equipment including water resistant containers are regularly checked and maintained by us. However, you should be aware that any water-resistant containers supplied by us are not guaranteed to be waterproof. Therefore, you should not rely on our water-resistant containers keep your property thoroughly dry, and you accept that you are taking your personal property on to the river at your own risk.

LIMITATIONS, HAZARDS, DANGERS, AND RISKS

Participants should be aware that watercraft activities can be dangerous. They should also be aware that **buoyancy aids are NOT life jackets**, the difference is the latter keeps a person's head out of the water, whilst the former (buoyancy aids) only assist the user to keep afloat. **HAZARDS and DANGERS** include (but not limited to); drowning, hypothermia, repetitive strain injury, slips, trips, falls, biological hazards from river water, skeletal and muscular injuries from paddling or moving equipment. **All participants accept the risk and exposure to the afore mentioned hazards and do not hold Want to Canoe? responsible** for any injuries or loss of life associated when participating in this activity.

COURTESY TRANSPORTATION

We offer a **one-way** (no charge or reward) courtesy transportation service for our booked participants. Please note that this service or its timings are not guaranteed, operational requirements may necessitate that a transport vehicle may not be immediately available. We reserve the right to refuse access to this service at any time.

GDPR, DATA PROTECTION, AND PRIVACY

Information supplied to us will be handled and treated in accordance with the statutory GDPR and HMRC taxation requirements. You accept that, if necessary, we will provide your personal particulars, as provided by you to us, to the emergency services in the event of an emergency and to any statutory body that lawfully requests such information. We will request the permission of participants to take any photographs for the purposes of publicity. For safety, security and compliance purposes we use CCTV at our base, at other locations and our vehicles. Our privacy statement is on our website www.canohire.co.uk.

AMENDMENTS AND CHANGES

We reserve the right to make amendments or changes to these Terms, Conditions, and rules without notice. The full and latest version of our Terms and Conditions are on our website www.canoehire.co.uk.