

Booking Terms and Conditions

On The Day: Please arrive at the meeting point 15mins before your trip is due to start. If there are any changes to the schedule you will be contacted on the contact phone number you provided when you made your booking.

Venue: Ocean Village Marina: 2 Channel Way Southampton, Hampshire SO14 3TG

Meeting Point: Pitcher and Piano Restaurant, Southampton Ocean Village Marina.

Safety equipment: Lifejackets and any necessary safety equipment will be issued on the day.

Participant guidelines: There are no formal height restrictions but for safety reasons there is a weight limit of 18st (114kg). You must be physically fit as this can be a quite a demanding experience. This is not suitable for pregnant women or people with histories of bad backs or necks. You will be asked on the day if you know of any medical reason why you should not participate. Please do not put yourself at risk. There is a lower age limit of 8. An adult must accompany each under 18.

Dress Code: Please dress for the outdoors. A waterproof jacket is a good call. Flat non marking foot wear, trainers/deck shoes are ideal. You may wish to bring a change of clothes for your return – you could be getting wet! Waterproofs are available for renting on the day at a cost of £5 per person. As well as looking the part, you will be warm and dry inside!

The experience content, equipment used and restrictions may vary. Please check with the venue when booking.

Weather: This experience is weather dependent and any cancellations are for your own safety. This decision is the sole responsibility of the Seadogz Skipper if it is considered the sea and weather conditions to be dangerous and there is an unacceptable level of risk for our customers.

The crew of the day will take the boat out before the first trip of the day and any “call” to cancel will be made as soon as we are able to do so. Please ensure we have a mobile number so we can contact you. We will endeavour to re-book you on the next available experience.

If your experience is cancelled due to reasons other than the weather (including, but not limited to, mechanical breakdown or required maintenance and testing) we will contact you at our earliest convenience. We will endeavour to re-book you on the next available experience.

PLEASE NOTE: We cannot be held responsible for any costs incurred including, but not limited to, travel or hotel costs as a result of the experience being cancelled.

Cancellations: Seadogz must receive a minimum of 10 days notice of cancellation or re-booking. Failure to comply will result in the experience being forfeit and any monies outstanding will be due immediately. If you do not show up, your Experience will be cancelled and there will be **no** refund.

Late Arrivals: You will not be able to join the group after your designated start time and your voucher will become void. **Please arrive at least 15 mins before the time your experience is due to start.** The crew of the day will be looking for you; they are wearing Seadogz shirts so please make yourself known to them.

Facilities: Toilets are located in the Marina at Ocean Village. There are no on board facilities.

Refreshments: A Café and Tesco Express are on the marina. There are also about 20 pubs, restaurants and café's close to Ocean Village Marina.

We do have a strict 'NO ALCOHOL' policy at all times for the Experience.

Car park: Pay and display at the marina – please bring change.