



Terms and Conditions

Transportation and gear

Clients are responsible for additional costs related to attending and participating in the course or trips with Ben Fouhy Kayaking (trading name of Fouhy Enterprises Ltd) including, transport to, from and during the course, food and accommodation.

Unless a specific piece of gear is provided by the Ben Fouhy Kayaking, clients are responsible for ensuring they have adequate, well maintained, and fit for purpose gear. Ben Fouhy Kayaking is not responsible for damage to gear sustained while on a course or trip.

Payment policies

Grade 2 Multisport Kayak Courses

1. Payment information will be provided to clients via email.
2. Non-refundable deposit amount of \$200 is required to confirm a place in course. This amount will not be returned to you if are unable to attend the course or the course is cancelled or rescheduled.
3. Full payment is due 14 days from start of course or when 24 hours from when booking is made if booking is within 7 days from start of course/trip.
4. Ben Fouhy Kayaking reserves the right to offer a place on a course to another client if payment is not complete by the payment deadline unless alternative arrangements have been made.

River Trips and Skill Sessions

5. Full payment of trip/session costs is required within 48 hours of booking unless arranged otherwise.

Cancellation and Refund Polices

Ben Fouhy Kayaking reserves the right to decline or cancel a booking based on safety requirements. Clients must be able to safely participate in the course, not be impaired by alcohol or drugs, and have adequate gear based on the Coast to Coast kayak leg gear list and our pre-course information. Refunds or reschedules due to client injury, impairment, failure of client equipment or lack of adequate equipment, lack of physical ability, or an extremely low skill level are at the discretion of Ben Fouhy Kayaking.

River flows and weather can change rapidly. We reserve the right to cancel or reschedule a course due to safety concerns at any time.

1. Reschedules due to weather conditions: the course will be run the following weekend (Thursday – Sunday).
 - a. Clients who cannot attend the following weekend book may book on course that we have spaces available for an additional deposit fee of \$200.
2. Cancellations due to weather:
 - a. If the course cannot be run on the backup weekend, clients will be offered a 50% refund or the opportunity to book on a different course date for no additional fee.



Ben Fouhy Kayaking

3. Though unlikely, if a course is canceled trip due to a staff illness or injury, logistical problem, natural disaster, etc., clients will be rescheduled to a new date. Refund requests in these circumstances will be assessed by Ben Fouhy Kayaking and approved on a case-by-case basis.
4. Ben Fouhy Kayaking reserves the right to cancel a course if there are not a minimum number of participants on the course.
 - i. If this occurs, an alternative course date will be offered to other clients on the course. If no suitable date can be found, clients on the course will be offered a full refund.
5. Reschedule by client:
 - i. Within 24 hours of booking: may reschedule with no additional cost
 - ii. Greater than 14 days before start day of course: May reschedule with additional \$200 deposit.
 - iii. Within 14 days of before start of course: Reschedule at the discretion of Ben Fouhy Kayaking on a case-by-case basis.
6. Cancellation by client:
 - i. Full refund within 24 hours of booking
 - ii. Greater than 14 days before start day of course: 50% refund
 - iii. Within 14 days of before start of course: No refund offered unless client is able to find another person to fill their spot on the course.
7. A full refund or credit towards payment for another course/trip(s) will be offered for a family medical emergency (as defined by hospitalisation of spouse/partner or child), bereavement of immediate family (parent, spouse/partner or child), or serious injury of client requiring more than 24 hours of hospitalisation.