

Vouchers Terms & Conditions

Vouchers and the associated references must be kept safely and securely. Trafford Watersports Centre will take no responsibility for any loss you may incur as a result of impersonation or identity fraud

When making your booking please quote your voucher number, vouchers must be shown on arrival for your course or experience.

A voucher will be deemed to be invalid if it is out of date (the validity date is clearly stated on the voucher. If the customer or recipient is unable to book and take the course or experience before the expiry date, then upon the customer contacting Trafford Watersports Centre **prior** to the expiry date on the voucher and paying an administration fee of £20 Trafford Watersports Centre shall extend the validity of the voucher for another 12 months (from the date of the initial expiration). A voucher can only be extended for another 12 months once. Once a voucher has been extended it can not be refunded. Vouchers can only be extended if they are still inside their expiry date.

Please note: Donation vouchers/Charity Vouchers cannot be extended

Each voucher is valid until 31st March unless otherwise stated

Trafford Watersports Centre strongly recommends that all experiences are booked as early as possible to avoid disappointment.

Exchanges

At the managers discretion vouchers may be exchanged for other courses for an amount equivalent to its original purchase or exchanged for an other course or experience for free. If the substituted course or experience costs more than the original voucher you must pay the difference; if the substituted course or experience is less than the original voucher the remaining credit you will lose that remaining credit

Availability

All experiences & courses are offered subject to the availability of dates, vehicles, facilities and staff. Bookings should be made as far in advance as possible especially during peak times such as weekends and holidays. Where specific elements of the course / experience such as vehicles are not available due to mechanical breakdown, Trafford Watersports Centre reserves the right to make reasonable substitutions on the day. If this is not possible Trafford Watersports Centre reserves the right to cancel the course / experience at short notice.

Weather

If, in the opinion of an instructor or duty manager conditions are not conducive to a safe learning environment then sessions may be terminated. This includes; lightning, flood, ice or poor visibility although this list is not exhaustive. Trafford Water Sports Centre will endeavour to re-schedule sessions wherever possible.

Water confidence

Being able to swim is not a prerequisite of enrolment on any course. However you must be confident in the water (remember you will be wearing a personal flotation device during all on water sessions)