



## **IMPORTANT INFORMATION**

### **ACTIVITY BOOKING**

#### **Terms & Conditions**

**It is the responsibility of the person making the booking to ensure that all participants have read and understood the following Terms & Conditions.**

#### **Vouchers**

- Northampton Active Vouchers are valid for use within the \*Open Season for 12 months from date of purchase
- A £5 per voucher fee for extending Northampton Active Vouchers for 6 months of \*Open Season will be applied.
- Extension of ALL other 3rd Party gift vouchers needs to be given by the Issuing Company.

Refunds can be made within 14 days of purchase for Northampton Active Vouchers ONLY. All other 3rd Party gift vouchers cannot be refunded by the centre.

#### **Booking Alterations**

- 14 + Days - Free
- 7 - 14 Days - £5.00 Alteration Fee
- 1-7 Days - £15.00 Alteration Fee

#### **Booking Cancellation**

A 50% deposit or Full Payment must be made at the point of booking your activity

Card Payments:

- 14 Days or more - 100% Refund
- 7-14 Days - 60% Refund
- 1-7 Days - No Refund

Voucher Payments:

- 14 Days or more - All Voucher bookings removed from system allowing rebooking at a later time or refund if 3rd Party Voucher via the Issuing Company if applicable.
- 1-14 Days - 100% Refund of Northampton Active vouchers only - Alternative Date Offered & £5.00 Cancellation fee for 3rd Party Vouchers, No Refund Available.
- 1-7 Days - No Refund or alternative date offered of ANY vouchers.

Northampton Active reserves the right to cancel or change session dates and/or time of any session due to low booking numbers or an adverse event, act, omission or accident which happens that is beyond the centre's control, but not limited to flood, adverse weather conditions, acts of god, acts of terrorism, interruption or fire or failure of power or utility services. In all instances, you will be offered an alternative date. If your voucher has expired, this will be honoured.

**PLEASE NOTE. If you do not arrive on time you will forfeit your activity place and will not be given a refund**

## Further Information

**You should aim to arrive at the Northampton Active at least 15 minutes prior to the start time of your activity session. Please refer to your booking confirmation.**

**IT IS ADVISABLE TO CONTACT THE CENTRE ON 01604 634040 BEFORE YOU SET OUT.**

**It is the responsibility of the person making the booking to ensure that all participants have read and understood the following information**

### What To Bring

All Personal Protective Equipment (PPE) is provided, however you will get wet so please bring the following:

- Old clothes you don't mind getting wet (for Flat Water Activities)
- Swimming trunks / costume to wear under wetsuit (for White Water Activities)
- Old Shorts to wear over wetsuit (for White Water Activities)
- Closed Toe Footwear i.e. old trainers **(No flipflops, open toed footwear or crocs are allowed)**
- Sweat top / fleece/ thermals in cold weather
- Showering kit
- If participating in Children's Activity Courses please supply a Packed Lunch

**Please note clothing may get damaged on the concrete course; we accept no responsibility for damage caused to your own clothing.**

### The Centre's Facilities

The Centre has full changing and showering facilities including those for the disabled. There is wheelchair access throughout and there is also a lift.

We have our own Waterside Cafe which serves hot and cold food and drink.

Whitewater Activities are fun to watch as well and there is excellent pedestrian and wheelchair access around the course, with plenty of vantage points from which to take photographs.

### Health & Safety

As Whitewater Activities are a risk assumed sport you should be in good health to participate and confident in open water. You must not have taken alcohol or drugs prior to the activity as they can impair your ability and render you a danger to yourself and to others. Please follow Centre Staff Instructions at all times for yours and others safety. The Duty Manager's decision on individuals' participation is final. You will be asked to remove all jewellery and spectacle wearers should remove their glasses before taking part, as we cannot be held responsible for their loss or damage, alternatively where possible, use contacts and swimming goggles. Cuts and abrasions should be covered with a waterproof dressing prior to your activity.

Upon checking in at reception, you will be asked to watch a video brief prior to being collected for your activity. You will also be thoroughly briefed by your Instructor as to what to do in all situations relevant to your activity. All participants will wear PPE (Personal Protective Equipment) which will be provided by the Northampton Active and these will be checked for fitting. Wetsuits will be provided dependent upon activity and at the discretion of the Instructors.

All participants must be over 7 years for White Water Tubing and for White Water Rafting, over 12 yrs, under 18 stone, under 6'4" and not pregnant at the time of your Activity.

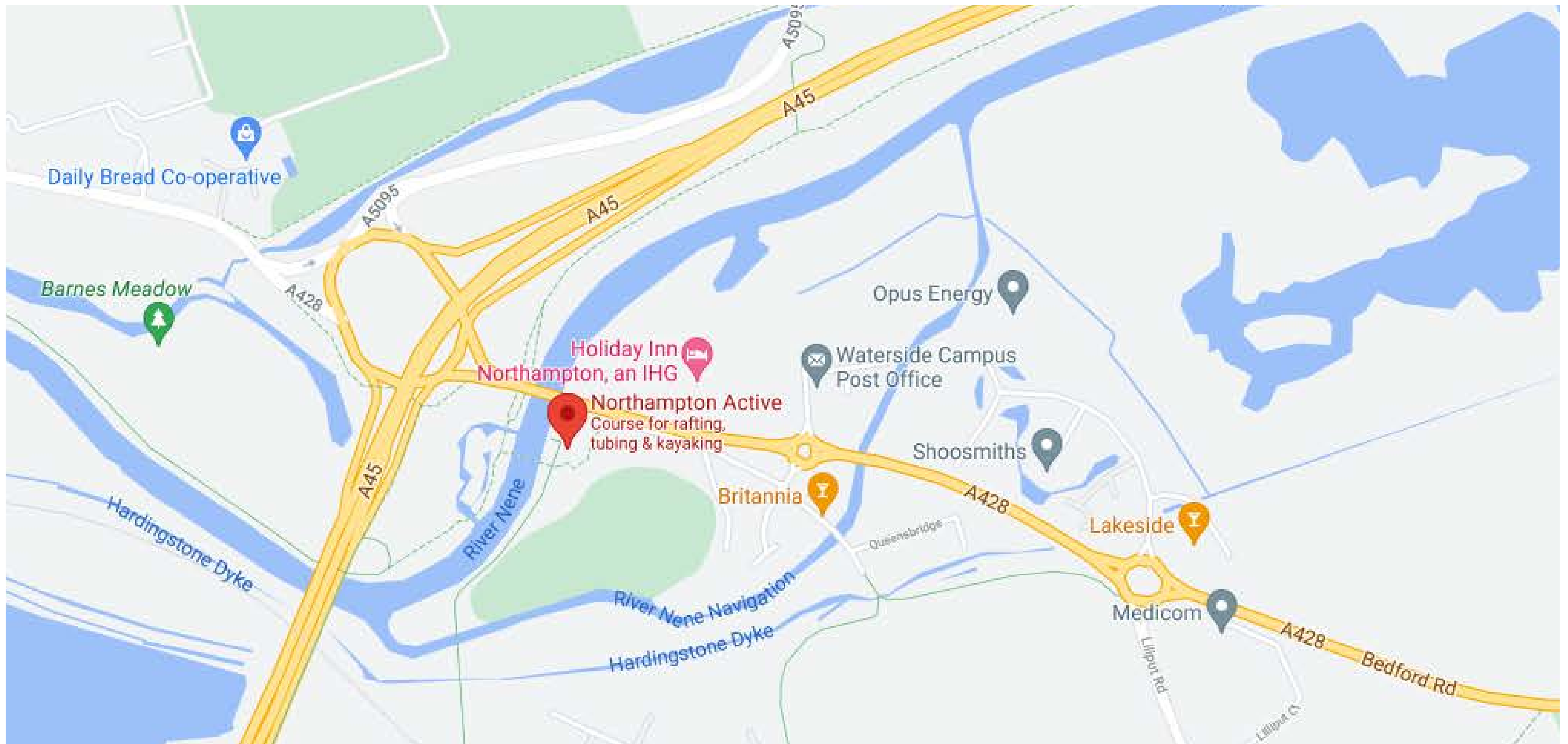
These restrictions may not exclude you from your chosen activity, however, please contact the centre directly to confirm your eligibility.

All Participants under 18 years old must provide a completed Parental Consent form on each visit for their chosen activity.

Please note that there are various illnesses (e.g. Leptospirosis and Weill's disease) that can be contracted from open water, if you or any of your party feel ill within the next three weeks after an activity please contact your Doctor and inform them that they have participated in water based activities in open water. We supply and suggest you shower at the centre, please ensure you shower thoroughly upon your return home.

Please ensure that you have discussed with the centre at the time of booking if you or any of your group have any additional needs or requirements.

## Location



Northampton Active is located on the south-eastern outskirts of Northampton at the junction of the A45 and A428.

From the South, West or North, from junction 15 of the M1, follow the signs towards Northampton/Wellingborough (A45). Follow the signs to the A428 Bedford. At the large roundabout under the flyover, take the fourth exit, signposted A428, towards Bedford. Northampton Active is on the right hand side approximately 300 yards after the junction. Continue to the next roundabout and turn right (between Britannia & HSBC) signposted Rushmills, then turn right at the mini-roundabout, onto our access road.

From the East, follow the A14 until the junction, signposted Kettering A45, follow the signs to Wellingborough. On the outskirts of Wellingborough follow the signs to Northampton, still on the A45. On the outskirts of Northampton, at the large roundabout under the flyover, take the first exit, signposted A428, towards Bedford. Northampton Active is on the right hand side approximately 300 yards after the junction. Continue to the next roundabout and turn right (between Britannia & HSBC) signposted Rushmills, then turn right at the mini-roundabout, onto our access road.

**Northampton Active**  
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