



Spraoi SUP ~ Terms & Conditions

By registering and participating in any class, rental or any related products or services with Spraoi SUP, you agree to the following Terms & Conditions as identified below.

Mandatory Acceptance of Waiver and Agreement

Stand-up paddleboarding has inherent risks including, but not limited to, serious injury or death. All Spraoi SUP Participants must understand, to the best of their ability, their own limits and decide whether or not they are capable of undertaking in the activity.

The Waiver for participants can be found on our Spraoi SUP website at www.spraoiyoga.ca/spraoi-sup-pricing/ and will be attached to all confirmation emails.

All participants 18 years or older must read, accept, sign and submit the Waiver to Spraoi SUP staff prior to commencing any class.

Participants Under the Age of 18 (Minors)

Please note that a minor's legal parent or guardian must read, accept, sign and submit the Waiver to Spraoi SUP staff, on behalf of the minor participant, prior to the minor participant commencing any class.

Participants Under the Age of 16

Participants under the age of 16 must be accompanied and supervised by an adult participant.

Refunds & Cancellations

Spraoi SUP understands that there are circumstances which may lead to the need to reschedule or cancel your rental or class and our policy is designed to find a balance between flexibility and fairness, while at the same time protecting Spraoi SUP from undue abuse and/or financial losses.

Rentals

More than 24 Hour Notice

If you provide a minimum of 24 hours cancellation notice prior to your scheduled class or rental, you are entitled to receive a full refund for your rental. For your convenience, you may access your rental booking through Mindbody (available in your app store) to modify the date or to cancel your booking.

Less than 24 Hours Notice

If you wish to reschedule or cancel your rental with less than 24 hours notice, please send an email to sup@spraoiyoga.ca. Refund approvals for requests made with less than 24 hours notice are subject to approval at Spraoi SUP's sole discretion.

Private & Group Classes and SUP & SUP Yoga Classes

Requests to reschedule, cancel or alter your registration for a private or group class, as well as any SUP or SUP Yoga class, must be made more than 24 hours prior to the scheduled class by sending an email to sup@spraoiyoga.ca.

Cancellations made less than 24 hours prior to the scheduled class receive a credit. As a general rule, cancellations with less than 24 hours notice are less likely to receive a refund but rather a credit to return at a later date.

Inclement Weather & Environmental Conditions

All Spraoi SUP classes are subject to change or cancellation, due to inclement weather and/or environmental conditions, or other unforeseen circumstances, at the sole-discretion of Spraoi SUP. Spraoi SUP will communicate with you about changes and/or cancellations based on the contact information that you have provided to us during registration. If you have booked on behalf of other participants, it is your duty to inform them of any changes which we have communicated to you.

If inclement weather or unsafe environmental conditions happen to occur during a Spraoi SUP class, all participants must get off the water and enter the marina building immediately. Some examples include, but are not limited to, lightning within 30 minutes of experience, strong winds, fog, heavy rain and/or rough water.

In the event of a cancellation or interruption of a class due to inclement weather or unsafe environmental conditions, refunds will be provided, or the class may be rescheduled, at the sole discretion of Spraoi SUP.

Safety Equipment & Approved Personal Flotation Devices (PFDs)

Spraoi SUP provides all of the necessary equipment for navigation required including an approved PFD which must be worn at all times while paddling. Participants must comply with all applicable laws and regulations while engaged in any classes with Spraoi SUP.

Arriving on Time

The marina will be open 30 minutes prior to the beginning of each class. Participants agree to arrive on time, changed and ready to begin their class. Participants must be prepared to forfeit their class without refund if they arrive late.

Images and Marketing

Participants agree that, while participating in any Spraoi SUP class, images, photos or videos may be taken by others, Spraoi SUP or its agents or representatives that may contain or feature you. You consent to any such pictures being taken and grant a perpetual, royalty-free, worldwide, irrevocable license to Spraoi SUP, Spraoi SUP's staff, independent contractors, sub-contractors and assigns, to reproduce for any purpose whatsoever (including marketing, promotions and the creation of promotional materials by or with sub-licensees), in any medium whatsoever, whether currently known or hereinafter devised, without any further obligation or compensation payable to you.

Personal Belongings

Participants may store personal belongings in the marina, however, Spraoi SUP is not responsible for theft, loss or damage to any personal belongings.

Scheduling Private & Group Classes

For assistance with scheduling private & group classes, please contact Spraoi SUP at sup@spraoiyoga.ca.

Right to Refuse Participation

Spraoi SUP reserves the right to refuse participation of any group or individual, for any reason, at any time. In addition, participation may be refused to any group or individual, with or without refund, who are deemed to be intoxicated, a risk to themselves or others, a risk to the integrity of Spraoi SUP equipment, and/or behave in a fashion which jeopardizes the experience and enjoyment of other participants.

Errors & Omissions

Spraoi SUP takes reasonable efforts to provide accurate and up-to-date information to potential customers and to participants. However, Spraoi SUP does not assume any liability for errors and/or omissions in any information provided.

Rentals

Rentals are charged by each full hour. If participants arrive past the time that they have signed up for, they may, at Spraoi SUP's sole discretion, be charged for that full hour.

Route and Time of Return

For all rentals, a verbal agreement must be made between the Spraoi SUP staff member on duty and the participant(s) including information on the route they will be taking, estimated time of return and any other information deemed important to ensure the safety of the participant and equipment. Paddling at night or after Spraoi SUP closing time is absolutely not allowed. If equipment is requested to be returned by a certain time, the participant must comply.

Level of Experience

Any participant who wishes to rent equipment from Spraoi SUP must have some prior paddling experience and must be able to swim and tread water safely without a PFD. A rental screening is also carried out by the Spraoi SUP staff member on duty which includes, but is not limited to, questions regarding paddling history and water safety knowledge, paddling technique, knowledge on the surrounding area and anything else which is requested by Spraoi SUP. The participant agrees to answer truthfully and carry out the screening before departing for the experience. If the Spraoi SUP staff member decides that the participant is not fit to undertake in a rental, they may be asked to get off the water to which the participant must comply. A refund may or may not be given at the sole discretion of Spraoi SUP. Spraoi SUP recommends that participants undertake proper instruction with our staff or another accredited instructor before rentals are undertaken.

Damages

The participant agrees to pay for any damages or losses to Spraoi SUP equipment incurred by them. If any participant in a group or single class steals, loses or damages equipment, Spraoi SUP has the right to charge the credit card on file for the associated booking for the amount to repair or replace the equipment. For walk-in experiences, a valid credit card must be provided and a deposit will be applied while the participant is renting equipment.

Gift Certificates

Gift certificates are available for purchase at our studio location at 110 Walton Street. Please contact sup@spraoiyoga.ca to make arrangements to pick up your gift certificate.

Membership Discounts

Membership discounts are for those who have memberships at our studio location. Guests of members must pay full price for all classes. Memberships are only valid for the period listed at the time of purchase.