

Safety

All boating activities carry risks which cannot be entirely eliminated. We do not accept responsibility for anything occurring outside our control.

We make every effort to keep you and your belongings safe but there is an element of risk involved in any activity at sea. Passengers are asked to listen carefully to safety briefings and work with us to ensure their safety and enjoyment.

Please note: the sea and alcohol do not mix! If passengers appear to be intoxicated they will not be permitted to board and we will not be able to offer a refund. You are responsible for your own conduct and for the conduct of anyone you have actual or implied responsibility over.

Medical Conditions

If you have any medical condition, injury or mobility issue which may affect your enjoyment or safety on board, or your ability to access the boat, please discuss it with us in advance. We will do everything we can to accommodate passengers' needs but it is your responsibility to disclose relevant details and your decision as to whether or not you are medically fit to sail. If in doubt please consult a doctor.

Please note: all boats can experience unpredictable movements that can aggravate existing medical conditions or injuries.

We do not take passengers who have a medical condition or injury which may put them at increased risk eg back, neck or bone conditions or pregnancy. Sorry to disappoint but we err on the side of caution here for your safety.

Logistics

Trips have a minimum passenger requirement in order to run. If this is not met we will contact you giving you as much notice as possible and offer an alternative or refund in full.

Trip times and departure points may need to be changed subject to tides, weather or sea conditions or for logistical reasons. If this happens we will contact you. Passengers are requested to check for messages on the contact number they have given to us. We cannot take responsibility for messages not being received eg due to loss of signal or passengers not having their phone with them. If in doubt please call the office the evening or morning before your trip for your own convenience to confirm the departure point and time.

Bookings reserve spaces on a particular trip. Passengers are asked to sign in at the departure point at least 15 minutes before their trip. We regret that we cannot take responsibility for passengers arriving late and no refund will be given. If you are running late please contact us. If possible we will wait but out of respect for other passengers we can wait a maximum of 15 minutes. We will endeavour to accommodate passengers on a later sailing (subject to availability) but cannot guarantee availability.

Minimum age: 2½ years (1 to 1½ hour trips in good sea conditions only); Adult Wet and Wild and Jet Therapy minimum age 10 (for guidance) offshore trips minimum age 8 years (for guidance).

Young people under 14 must be accompanied by an adult.

There are no height restrictions.

There are no weight restrictions but please tell us in advance if you are likely to need a lifejacket with a chest measurement in excess of 50 inches. Please bear in mind you will be wearing layers of clothing.

Passengers must wear warm, waterproof clothing. We have additional jackets and fleeces on request. If you are unsuitably dressed skipper may refuse boarding and no refund will be given.

Wildlife sightings cannot be guaranteed.

We have full third party liability insurance (excluding personal effects). Please note: personal possessions are carried entirely at your own risk. Please bring protective bags.

We ask passengers to take due care of safety equipment. Unnecessary lifejacket inflations (due to lack of reasonable care on the part of the passenger) will be charged at cost.

Skipper's decision is final.

Weather

All trips are subject to sea and weather conditions, which can change quickly. As soon as we become aware of an issue with weather or sea conditions we will make every effort to contact passengers as soon as practicable. If you are unable to give us a contact telephone number please contact us the morning of your trip to confirm suitability.

If there's a risk of light showers, we'll run and make the best of it. If the weather is so awful that you're unlikely to be able to enjoy the trip, we will reschedule or you will be refunded in full. We want you to enjoy it!

Cancellation

We reserve the right to cancel trips at any stage due to adverse weather conditions and stringent safety standards. If we have to cancel your trip we will offer alternative trips or a full refund. Passengers may cancel and receive a full refund with 24 hours' notice (48 hours for groups of 8 or more) or at our discretion.

We do not charge Credit Card or Administrative Fees

All fees are included in the price shown. We do not charge administration fees for booking or cancellation (if we are given notice as above) and we absorb card and Paypal processing fees. If we incur a third party administration fee we may refund the trip price minus that fee but only to cover our costs.

Gift Certificates

Gift certificates are valid for 1 year but we will honour them as long as we haven't retired!

Please don't hesitate to discuss any questions you may have with us. Thank you for reading this far! 😊
The Venture Jet crew.