



SUP school Domstad

Stand Up Paddle in Utrecht

General Terms and Conditions of SUP school Domstad

SUP Domstad works with general conditions, to avoid misunderstandings as much as possible and to create clarity in what is expected of the school and of participants.

(last update on March 25th, 2022)

Terms and concepts:

- School = SUP school Domstad or SUP Domstad registered at the Chamber of Commerce under number 63149060
- Participant = The person who participates (or plans to participate) in an activity organized by SUP Domstad
- Instructor = staff of the school with internationally recognized instructor diploma
- Activities = all paid and unpaid agreements between participant and school
- Agreement = an appointment that has been made, both spoken and in writing, for example by telephone, email or Facebook
- SUP = Stand Up Paddle or Paddlesurfing
- SUP board = a surfboard specially adapted for paddlesurfing
- Paddle = necessary to move on a SUP
- Clean Water Discount = the discount that can be obtained when fishing litter out of the water during an activity of the school
- Weaver = written statement that a participant must sign before the start of the activity, declaring that they participate at their own risk and that they have read and understood the general terms and conditions of the school. By signing, the participant agrees to these conditions.

General Affairs:

- * The participant joins activities of the school entirely at his/her/there own risk
- * The participant must be able to swim at least 50 meters
- * The participant is fit enough to practice a sport
- * The participant is aware of the fact that (intensive) sports can have health risks, such as cardiac arrhythmias, injuries, becoming unwell, etc.
- * The participant is aware of the fact that water sports involve more specific risks, such as hypothermia and drowning
- * The participant understands that there are still specific risks associated with SUP. Because you stand on your board, you can fall. If you fall you can end up on your board, or beside to your board. You can fall against a hard object next to your board. All of this can cause you injury.
- * After a fall, the instructor will always ask how you are and if you have hurt yourself. And will, if necessary, provide the best possible advice. It is the responsibility of the participant to provide honest information and to follow the given advice.
- * School staff will provide instructions to minimize the above risks. Nevertheless, an instructor cannot always prevent someone from falling. Or from participants bumping into each other. Or that there are other (sometimes unforeseen) things that could cause someone injury.
- * The participant strictly follows all instructions from staff of the school. Both the instructions given during an activity, as well as instructions given in advance by



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email or spoken.

- * The participant is not under the influence of alcohol and / or other drugs during the activity
- * The school reserves the right to expel participants directly from the activity, when participant misbehaves. The participant can be dropped off at the nearest shore. Personal items (left at the school) can be collected immediately after the lesson.
- * Payment is made to school staff prior to the activity. This can be done with cash or by pin payment. When renting, a deposit is paid in advance and the rental price is paid after the rental period, see the specific fire values for rental.
- * Minor participants need permission from parents and / or supervisors to participate in an activity
- * Children must be at least at the age of 15 years to participate.
- * Participants under the age of 15 can maybe participate under special conditions, and only with the permission of the instructor and parents/caregivers.
- * The participant must agree to the terms and conditions, by signing a weaver. Or via an online booking.
- * A link to these conditions will be sent to the participant by email. The participant must have read it before the lesson starts.
- * A copy of these general terms and conditions is available for inspection at the location where the lesson is given.
- * SUP school Domstad is exempt from VAT under KOR-2020 (small business scheme). On the proof of payment this is put away as 0% VAT (BTW)
- * Participants must be on time for the activity. A confirmation email will indicate when a participant is expected. This will usually be 10 to 15 minutes before the start of the activity. To have enough time for the administration and to start the activity on time.
- * Participants who are late for the activity can be excluded from participation. An activity can be charged to these participants.
- * The participants are expected to respect the nature and sailing environment and to treat it with care. Participant will not (consciously) disturb animals, will stay away from nests, will not feed animals and will not leave any mess.
- * A participant is not allowed to smoke on the SUP location (the quay) and on or near a SUP board. Nor other kinds of open fire near the board.

Weather conditions:

- * During a thunderstorm, a lesson is canceled. In that case a new appointment can be made
- * In strong winds it is possible that a lesson is canceled. This is determined by the instructor and depends on the experience of the participant. The instructor will always consult with the participant about this. Guideline is up to 14 knots (is approximately 4 Beaufort)
- * A lesson will continue when it rains. If a participant prefers to cancel the lesson, this can be done free of charge up to 6 hours before the start of the activity. If the cancellation takes place less than (6 hours) before the start of the activity, costs (to be determined) are involved. When an activity has already started and the participant still wants to stop because of the rain, he is no longer entitled to a refund of the money already paid.
- * Cancellation for a Molen-Clinic must be done before 12:00 on the Friday before

SUPschoolDomstad@gmail.com / SUPschoolDomstad.nl / +31 6 44 3 11 0 56 / KvK 63149060
NL40 TRIO 0197 9264 60 tnv Y.A.N. Timmermans o/v SUP Domstad
Facebook: SUP school Domstad Twitter: @SUPDomstad



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the clinic. In case of a later cancellation, costs will be charged. See conditions for mill clinics.

- * In case of hail, if the time of both parties permits, the rain can be waited for in a safe and sheltered place.
- * In (extreme) heat, specific advice will be given, such as lubricating sunscreen and drinking enough water.
- * In case of cold, specific advice will also be given, especially in the area of suitable clothing

Conditions on discounts:

- * The Clean Water Discount (Schoon Water Korting) is valid for every paid lesson (including a lesson card). Discounts on a lesson can be deviated from the proceeds of the Clean Water Discount. Special rules apply to rental.
- * The SchoonWaterKorting can never yield more than a € 5 discount and the participant will only be refunded immediately after the activity has ended.
- * During special clinics (such as Molen de Ster), the SchoonWater Discount gives half of the normal price and you cannot earn more than a € 2.50 discount
- * A participant may also choose to donate the value of the Clean Water Discount to the Donation Jar
- * The discount voucher or discount card states until when the discount is valid
- * A discount card is never valid longer than 3 years after date of issue

Gift and lesson cards:

- * All gift and lesson cards have a unique number that starts with CK
- * A gift and lesson card is only valid after payment. This payment is registered via the unique number on the card
- * A gift or lesson card is valid for 3 years after date of issue

Privacy Law:

- * By participating in an activity, the participant automatically agrees to the publication of photos that could be taken during the lesson, unless objection has been made in advance via the deductible statement!
- * Other provisions regarding privacy are described in the document Privacy Conditions.
- * We use an online booking system. In this we work together with Regiondo (<https://pro.regiondo.com/>). By using this booking, the participant automatically agrees to the privacy conditions of both the School and Regiondo.