

Active Highs Canoe & Kayak Hire Terms and conditions

Personal safety

- When hiring out boats and equipment active highs will ensure that the equipment hired to you is fit for purpose at the time of hire.
- It is your responsibility to ensure that you and everyone in your party are competent, properly equipped and have the knowledge needed to undertake your trip. You must take responsibility for your own actions throughout your trip. If you do not feel competent enough to undertake your journey self-guided, then please enquire about a fully guided trip or hiring a guide.
- Active highs will endeavour to gather information from hiring clients on their previous experience which will suggest a minimum competence they will need in order to safely complete the trip (see hire client detail form).
- Active highs reserve the right to refuse hire to those, who we do not feel competent enough to undertake the journey, this includes refusal at any stage of the hire.
- As part of your contract with us you accept that you have a personal responsibility for your own safety, Active Highs may offer guidance and advice on route, weather conditions and equipment but you are responsible for yourselves and group throughout your trip.
- Remember that the weather and conditions in the Scottish Highlands can change quickly so access to up to date weather forecasts are advise as well as a robust emergency action plan.

Equipment

- Active Highs will ensure that any boats and equipment hired will be fit for purpose and clean before hire, please check over kit yourselves to make sure you are satisfied with the condition of hire before leaving.
- Active highs accept that general wear and tear may occur during hire however damage occurring through improper use will be charged for.
- Improper use includes but is not limited to boats being dragged over rocks, run up on the shore when landing, damage to portage trolleys due to being overloaded, Boats being dropped from roof rack and damage to hull due to overtightening straps, and damage occurring from use on the river (this is prohibited through hire only unless accompanied by a qualified instructor).
- Boats are not to be overloaded, all large storage barrels/ bags are to be lashed in place when on open water.
- Hire boats are not to be taken on any of the rivers unless accompanied by a qualified instructor.
- All hire equipment must be returned in good clean condition, please give yourselves time to clean kit.
- Any damages to boats or hired equipment/ extra cleaning services required will be charged at £15 per hour plus materials.
- Please let us know if an item has been damaged or missing, we understand that accidents happen but the sooner we know the better.
- Deck lines, painters and airbags/blocks must remain in the boats at all times.
- It is your responsibility to remove any personal items from our vehicles, dry bags/barrels and buoyancy aids upon return of kit, we are not responsible for these items if lost or mislaid. Any items which need to be returned by post we may charge postage costs.

Shuttles

- Our shuttle service is available through pre-booking only
- Arriving late for your shuttle may result in cancellation as we allocate times to different groups so cannot wait around for those who arrive late- no refund will be issued for late arrival
- We are reasonable so if there is an issue and you are running late please call and let us know then we can help out as best we can
- Our shuttle service is for transportation to the beginning or end of the canoe trail at pre-arranged times, if you require an emergency pickup this is something we can offer but not guaranteed, please take appropriate measures when researching the weather forecast for your trip and make emergency action plans.
- We schedule an amount of time for our shuttles however traffic accidents or hold ups are out of our hands so we cannot guarantee times exactly, we will advise if this is the case.
- Our shuttle service transports you and kit directly to either Banavie or collection from Inverness, we do not usually include stop offs on route for food/ sightseeing but can tailor the shuttle to your needs, if you need to make any stops on route please advise at the time of booking.
- Our shuttle drivers can offer local knowledge and answer questions about the Great Glen Trail on route but they are not your guide to the Great Glen Trail.

Guided

- Your guide on the trip has a duty of care whilst on and off the water but you must take reasonable measures to look after yourself while out on the trail.
- Your guide is not responsible for your actions and has the right to terminate the trip if your actions are posing a risk to them and the group.
- Your guide will help you as best they can on land as well as water (helping erect tents and with cooking) however they do also need some time to themselves (aside from planning the next day and checking forecasts), please respect that.
- Please raise any issues you may have whilst on the trip with your guide and active highs will do our best to address them- raising issues after the trip is no use if we could have resolved them earlier.
- Your guide is not a superhuman, please treat them with respect.

Declaration

By signing these terms and conditions I am accepting the above terms and conditions of hire and understand the risks involved in my journey and am competent enough to complete my planned journey.

Print Name:

Date:

Signature: