

Canal Sup rents out SUP boards and SUP activities in Amsterdam. When you purchase an experience from Canal Sup you become legally bound by these terms and conditions. Please do not proceed and purchase or activate a voucher or complete a booking until you have read, understood and accepted these terms and conditions.

1. Payments & Pricing

When purchasing any of our activity vouchers on our website or in store, you are purchasing a voucher valid for 3 months from the date of purchase. No vouchers are refundable at any time after purchasing however, exchanges can be offered within the lifespan of your voucher. The prices displayed on our website are correct to the best of our knowledge and maintained on a daily basis. Prices of experiences and hire may vary throughout the year. In the event of an order being placed against an accidental incorrect price, we will endeavour to inform the purchaser of the error within 14 days of the purchase being made, we will allow the purchaser to either cancel the purchase or choose to pay the additional difference in price.

2. Duration

Where the duration of an experience or hire is mentioned on our website and marketing material or by a member of our staff this is an approximate guide to the length of time you should expect to be at the venue. Please make sure you arrive 15 minutes early, if you are too late at the venue, this will be subtracted from the duration of the hire. The duration may vary slightly at times. When you are taking the experience or hire as part of a group there may be some waiting time involved.

3. Availability

All experiences and hire are offered subject to the availability of dates, weather, facilities and staff. Bookings should be made as far in advance as possible especially during peak times such as weekends and holidays. We suggest if you plan to purchase a voucher for a date at short notice, you call us to ensure there is still availability before completing the transaction. You should not make any travel or accommodation arrangements in connection with the course or experience until you have received your booking confirmation from Canal Sup

4. Restrictions

Certain experiences and hire provided are subject to minimum age, health or other requirements. In most cases, these details are listed on our website, on our waiver form and at the time of

booking, although they are subject to change at any time. It is the purchaser's and/or redeemer's responsibility to check that the restrictions are met. Once you have confirmed a booking you are not eligible for a refund if you are forced to cancel because requirements are not met.

5. Weather

Many experiences and hires we offer are weather dependent. If bad weather affects a booking you will be able to reschedule. There will be no refunds. We strongly recommend that you contact Canal Sup on the day before you depart for your experience or hire. In the event of cancellation, Canal Sup will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation costs or any other costs incurred.

6. Safety

We ask you to leave plenty of time to get to the venue. Many of the experiences and hires we offer require a safety briefing it is essential that the participant attends the briefing otherwise they will not be able to participate. No alcohol or drugs can be consumed before any of the experiences and hires we offer. Our staff reserve the right to refuse an activity to persons suspected to be under the influence of alcohol and / or drugs. Where the experience requires the wearing of safety equipment such as a life jacket this is mandatory and there are no exceptions. Other safety precautions will be advised in your confirmation details. Our professional instructors who reserve the right to end an experience or course or offer alternative tuition if they believe the participant may endanger themselves or other members of the public.

7. Cancellations

Cancellations or changes need to be made at least 12 hours prior to the lesson. Please provide a request for any cancellations or changes. No show=no refund. Please note: no refunds will be made for any bookings. You will be able to reschedule your booking.

When weather is real bad (wind harder than 5 BFT) we will inform you about cancellation to reschedule. **If we do not call or contact you to cancel class it is a GO!** We sometimes have to cancel an experience or hire for reasons beyond their control, such as the weather or mechanical breakdown, or because minimum requirements are not met such as a minimum group of people. We regret that such eventualities are outside our control, in these circumstances, Canal Sup is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled experience or hire. If this is not suitable credit will be offered, but no cash refunds will be made for any bookings. All credits sold are valid for 3 months from the date of purchase.

8. Complaints

If a problem is encountered at Canal Sup please bring it to the attention of the manager or activity co-coordinator, enabling them the chance to resolve the issue. If you feel the action taken by Canal Sup was unsatisfactory please contact Canal Sup within the next 14 days of taking the activity providing all the facts from your point of view in writing via email to yannick@canalsup.nl. We will respond within 28 days of receiving your email complaint. Canal Sup undertakes to thoroughly investigate all customer complaints that have been highlighted on the day of the experience, failure to highlight issues on the day of the experience or course may jeopardize investigations and result in an unsatisfactory outcome.

We strongly recommend that you leave all of your valuable items at our venue or rent a waterproof bag.

We will not be responsible for any loss, damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: – (a) the fault of the person(s) affected or any member(s) of their party or (b) the fault of a third party not connected with the provision of your activity by us which we could not have predicted or avoided or (c) an event or circumstance which could not have been predicted or avoided even after taking all reasonable care.