



## Camping and Canoeing Rules and Policies

All campers must be over the age of 18.

A 25% deposit is required to secure your booking. Cancellations made within one week of arrival date are non-refundable. Remaining balance must be paid in full prior to camping / canoeing at Alderfen Marshes.

We reserve the right to cancel or modify any activity if we believe there to be adverse risk eg weather conditions, tidal conditions. We will endeavour to give the hirer as much notice as possible. The hirer will be offered an alternative date / time or a full refund.

Bookings are not transferrable to another party.

We do not accept bookings for stag or hen parties.

Dogs are not permitted on Alderfen Marshes

Alderfen Marshes are managed as a nature reserve – respect for the wildlife and other people on site is essential. Please keep noise levels to a minimum

Limited car parking is available at Alderfen Marshes. Cars are parked at owners own risk – we do not accept liability for theft or damage.

Alderfen Marshes has rough, uneven terrain and may not be suitable for people with mobility difficulties. Please enquire before booking as to the suitability.

Campers can arrive between 2.00pm and 7.00pm to pitch tents. Pitches must be cleared by 12pm on day of departure.

Canoes must be returned by 2.00pm on the day of departure

Tents must be pitched at a safe distance from waterways.

Naked flames are not permitted inside tents.

Campfires must only be lit in the fire bowl and rocket-stove provided. Fires must be extinguished at the end of each day and before leaving the campsite unattended.

Noisy or disruptive behaviour, wilful damage or other behaviour considered to be inappropriate will result in the hirer being asked to leave the site immediately. No refund will be given in these circumstances.

The hirer is responsible for equipment associated with canoeing / camping. All equipment must be returned in good condition.

Any damage must be reported immediately / on return. Where this damage was avoidable / over and above normal wear and tear the hirer is responsible for covering the cost of repair or replacement of the equipment.

Canoes must be secured while not on Alderfen Marshes. The hirer is liable for loss or theft of a canoe while in their care.

We accept no responsibility for loss or damage of personal belongings of the hirer when taking part in canoeing / camping at Alderfen Marshes.

Anybody thought to be under the influence of alcohol or drugs will not be permitted to hire a canoe or camp on Alderfen Marshes.

Hirers of canoes will be equipped with buoyancy aids. We require that you have a good level of water confidence relevant to canoeing and that you wear your buoyancy aid at all times when in the canoe and on the floating pontoons.

Buoyancy aids are supplied from Junior (from 76cm chest / 30kg weight ) to XL (max 127cm chest). Hirers requiring buoyancy aids outside of these sizes must provide their own.

We do not take responsibility for certain dangers involved in the use of a canoe that are beyond our control, which may result in accident, injury, death or property damage either to the hirer or other persons. Such dangers include, but are not limited to, the possibility of capsizing, the possibility of striking objects which may damage or rupture the canoe and the possibility of being exposed to the hazards of water level or weather changes.

Hirers must return canoes by the pre-agreed time. Failure to do so, or to notify us, could result in an emergency call to the Broads Authority or the Coastguard. Associated costs will need to be covered by the Hirer.

Canoe hirers will need to bring a mobile phone for contact during hire period.

The marshes have many soft spots, which can move depending on the time of year, tides and weather conditions. As such it is important to follow a few simple safety rules when on Alderfen Marshes.

- Use the paths and cleared sections only. Do not cut across un-cleared areas
- Do not cross or move fences
- Banks of dykes and ponds are often soft, do not reach over or into the water
- No running, as soft spots may not always be apparent
- The marshes are tidal - test paths before carrying anything over any route