



Booking Terms and Conditions

When you confirm your purchase for any of our activities, you accept and agree to be bound by the terms and provision of this agreement. In addition, whilst you are on site, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in activities will constitute acceptance of this agreement.

By completing a booking, you agree to abide by our rules and restrictions as stated on our website, booking system, and on signage around our activity sites. We reserve the right to refuse participation should a participant not abide by our rules and restrictions.

Online Booking

All bookings are made online and are to be paid in full – we are unable to take bookings without taking full payment.

Once purchased on-line tickets may not be used in conjunction with any other offer. No ticket may be resold.

Any discounts or offers on-line are available for limited quantities and periods only and will only be available via booking through the website.

Please bring along your booking reference number, we will also ask for the name on the booking.

Prices are correct at time of going to press and are subject to change without notification.

Prices

Prices are inclusive of any applicable taxes and there are no surcharges whatsoever. Once you have paid, we will not increase the price of your tickets.

Prices are subject to change without notice.

Cancellations

Cancellations made by you:

We only offer refunds for bookings that are cancelled a minimum of 72 hours prior to the date of activity.

Cancellations made by us:

In the unlikely event that we need to cancel your session, we will always try to rebook you onto another availability, or offer a voucher code which will be valid through to the next season.

During your activity

Isle of Wight Aqua Park take no responsibility for injury whilst taking part in or spectating any activity.

All participants for all activities must have a signed waiver prior to the activity day, any participants under 18 must have a parent/guardian complete the waiver on their behalf.

Any children aged 8-11, must have an adult to book on and participate with them on a 1:2 ratio adult:children.

All jewellery **must** be removed before using the Aqua Park.

You can bring your own wetsuits, and socks, however if a member of staff deems them unsafe, or likely to damage equipment you will not be able to wear them.

For your safety, you are not permitted to use the Aqua Park during pregnancy, for other activities we recommend you consult a medical professional before participation.

If you have any medical conditions or injuries that may be affected by, or affect your participation, we highly recommend that you consult a medical professional prior to participating in our activities.

You must not participate in our activities if you are under the influence of drugs and/or alcohol. We do not tolerate the consumption of drugs or alcohol before or during participation of activities.

We reserve the right to refuse admittance to activities, or to remove a participant as deemed necessary. Reasons include, but are not limited to:

- Participant not complying with safety rules.
- Participant not complying with staff advice.
- Participant is considered to be under the influence of drugs and/or alcohol.

In the circumstances above, no refund will be given. In the unlikely situation that we must remove participant(s) from the activity for a reason outside your control, we will endeavour to rebook your activity, or offer a refund that reflects the amount of activity missed.

CCTV

Please note that CCTV may be active over all areas of the Isle of Wight Aqua Park site, as well as areas around Tapnell Farm.

Use of Personal Information & Photography

Isle of Wight Aqua Park will not share, sell, or distribute personal information with third parties unless required to do so by law.

Occasionally we film and take photos of and around our activities. By coming onto site, you give your permission for any images and video to be used by us for promotional and other purposes such as social media. You must let us know if you would prefer not to be photographed/filmed.

Tapnell Farm is home to Tapnell Farm Park, The Cow Restaurant & Bar, Tom's Eco Lodge & Isle of Wight Aqua Park