NWWC Terms and Conditions of Service

General conditions of service applicable to all sessions
- White water Rafting/Orcas/Canyoning are ‘assumed risk’ water environment contact sports which may carry attendant risks.
- Participants should be aware of and accept these risks and be responsible for their own actions and involvement.
- All Rafting/Orcas/Canyoning sessions are staffed by appropriately qualified guides. Guide to client ratios are in accordance with the guidelines. The NWWC has a pro-active approach to staff training. Occasionally, trainee guides may be involved in sessions, however they will be under the supervision of a nationally qualified guide at all times.
- All Rafting/Orcas/Canyoning participants will receive a comprehensive safety briefing from their guide and will be given the opportunity to raise any issues before the session commences.
- Whilst every reasonable attempt will be made to deliver Rafting/Orcas/Canyoning sessions, the NWWC reserves the right to cancel or modify the session due to safety considerations and factors beyond our control.
- As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification and modification at any time. Only the Centre Head of Operations or his Appointed Deputy is empowered to vary or waive any of the conditions of booking. Such decisions are totally at the discretion of the Centre Head of Operations or the Appointed Deputy.
- All persons participating will have Canoe Wales (CW) day membership, except for current Paddlesport Governing Body members.

Liability and insurance
- White water Rafting/Orcas/Canyoning are potentially dangerous activities. All participants must be aware of this and accept the risks associated with the activities. Whilst the NWWC has an excellent safety record, responsibility for death, injury or illness arising from Rafting/Orcas/Canyoning and associated activities can only be accepted if caused by negligence on the part of the NWWC its servants or agents.
- The NWWC is under no liability whatsoever in respect of loss or damage to property, however caused, whilst at NWWC.
- The NWWC holds public liability cover.

Health and safety considerations
- Due to the strenuous nature of white water Rafting/Orcas/Canyoning, all participants must be physically able. Anyone with a medical condition or injury which may impede their ability to Raft/Orcas/Canyon should consult their medical practitioner to assess their ability to Raft. The centre should be informed of any medical conditions or injuries.
- All course participants must be able to swim and be confident swimming in open water (defined as 25 metres).
- Rafting/Orcas/Canyoning is not suitable if you are pregnant.
- The maximum weight limit for activities with the NWWC is 115kg (18st), and the maximum chest size is 51inches. Centre management reserves the right to ask you to be weighed - this is for safety reasons.
- For any participant under the age of 18 years old, a parent/guardian or another adult authorised by the parent/guardian will be required to agree to their participation in Rafting/Orcas/Canyoning sessions (they will be required to sign agreeing to these terms and conditions on behalf of under 18 year olds on the day).
- Spectacles can be a hazard to you whilst participating in Rafting/Orcas/Canyoning sessions. You are strongly recommended not to wear spectacles of any kind. If you choose to wear spectacles you must accept that injury may occur and accept full responsibility for any such injury.
- Participants may wear contact lenses.
- Rafting/Orcas/Canyoning participants will not be permitted to consume alcohol or drugs prior to, or during, the session. The Centre Staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.
- If a participant acts in any such manner as to endanger him/herself, any other NWWC user or staff, they may be asked to leave the session.
- If a participant is not deemed to be of a suitable standard for a particular session, they may be asked to leave the session.
- The course participants must remain the same throughout the session. Places are non-transferable once the session has started.
- Disabled persons are welcome to participate in Rafting/Orcas/Canyoning sessions subject to their requirements being discussed with the centre at the time of booking to ensure that they can be met.
- Canoe Wales (CW) and the NWWC recognise the need to ensure the welfare and safety of all young people. Whilst taking part in an activity, participants may be photographed by CW, the NWWC or their approved agents. These images may be used for promotion by CW. If this is not acceptable please contact the NWWC. Your wishes will be respected.
- In accordance with our child protection policy and procedures, we will not permit photographs, video or other images of children/young people to be used without the consent of the parents/carers and children/young people. We will take all possible steps to ensure these images are used solely for the purpose they are intended. If you become aware that these images are being used inappropriately you should inform the NWWC immediately.
- Should anyone not consent to being photographed by the National White Water Centre, please inform the Centre before your session.
- The NWWC operates a policy of inclusivity; if you or your group have any specific requirements we recommend that you contact the centre in advance to ensure that suitable arrangements can be made.
- Due to the hazardous nature of activities run by the NWWC, Rafting/Orcas/Canyoning participants must arrive 30 minutes prior to the session start time to attend a comprehensive safety briefing, failure to do so will result in you being unable to participate in this activity.

Water levels
- Rafting/Orcas sessions can only take place at NWWC when there is a suitable water release from Llyn Celyn Reservoir.
Travel Directions for the NATIONAL WHITE WATER CENTRE (LL23 7NU)

The NWWC is in Snowdonia and is located on the A4212 (Bala to Trawsfynydd road) between Frongoch village and Llyn Celyn Reservoir.

Travelling to the NWWC from around the UK:

- From the south take the M54, A5 and A494 to Bala, from the north take the M56 then the A494 to Bala, at Bala turn right onto the A4212 towards Trawsfynydd. Drive 3 miles to the village of Frongoch; we are just 1 mile past Frongoch (look out for the Rafting and Canoeing Sign).

- From Anglesey, Bangor, Caernarfon and the surrounding area; take the A5 (south) to Cerrigydrudion, just past the village turn right onto the B4501 to Frongoch. Turn right in Frongoch onto the A4212 (towards Trawsfynydd); we are just 1 mile past Frongoch (look out for the Rafting and Canoeing sign).

- From Porthmadog, Pwllheli and the surrounding area; take the A470 to Dolgellau then the A494 to Bala, at Bala turn left onto the A4212 towards Trawsfynydd. Drive 3 miles to the village of Frongoch; we are just 1 mile past Frongoch (look out for the Rafting and Canoeing Sign).

- From anglesey, Bangor, Caernarfon and the surrounding area; take the A487 to Trawsfynydd, then the A4212 (towards Bala) when you pass Llyn Celyn Reservoir continue down the hill then turn right to the centre at the rafting and canoeing sign.

By Rail - Nearest main railway stations are Llandudno Junction, Chester, Shrewsbury, Aberystwyth and Bangor. Regional services are available to Barmouth and Wrexham. Travel by road is then essential. The main stations are about 1 to 1 ½ hours from the NWWC.

Useful Numbers Bala Tourist Information Centre; 01678 521021, Traveline Cymru; 0871 2002233.