

Terms of service and security. Vesiurheilukeskus Laituri Oy

1. Service provider, location and contact information

Vesiurheilukeskus Laituri Oy (Business ID 3212082-4)

Länsikatu 3, 80110 Joensuu

0451466447

info@laiturille.fi

www.laiturille.fi

2. Arrival

Arriving on foot or by bike takes place in linnunlahti's public sand paths guided by Laituri signs. When arriving by car, the nearest parking spaces are located along the street next to the beach (länsikatu 3).

We recommend arriving 15 minutes before booked time to go through safety instructions with our staff and dress up properly for the activity.

3. Services for individuals

Vesiurheilukeskus Laituri Oy's service offering includes a wakeboard track renting on an hourly basis. A maximum of four participants can be taken for the same class. Other services are rental Stand-Up paddle boards and Fatbikes. Vesiurheilukeskus Laituri also has a kiosk where you can buy beverages, snacks and ice cream.

4. Services for businesses, bigger groups, and bachelor activities

Vesiurheilukeskus Laituri Oy offers a wide variety of different activity packages which companies and groups can choose from, or we can give free hands to mix different activities for the best activity and team-bonding day ever. For more information, write an email to info@laiturille.fi and tell us what you are looking for.

5. Events

During the season, Vesiurheilukeskus Laituri Oy organizes events that will pop up on their social media channels and on their website. Detailed schedules and offers are event-specific, which is why we strongly recommend following our social channels.

6. Booking, cancelling, and paying for services

Individuals can book our services via the website (recommended), by phone or on site. Individuals can pay for the service directly on website at the time of booking or on site. If the customer is a student or a corporate customer who is entitled to a reduced price, it is recommended to book your activity via the website, but pay on-site by card, mobile payment or cash. We also take Epassi, Edenred and Smartum exercise benefit vouchers. Individual may cancel or transfer the service purchased free of charge for 48 hours before the event starts by contacting info@laiturille.com or calling 050 537 2863. After 48 hours, the customer is not entitled to refunds. Vesiurheilukeskus Laituri Oy has the right to cancel the reservation or postpone the service, because hazardous weather conditions or other force majeure,

which may be considered to pose an immediate threat to the customer or service provider. In these cases, Vesiurheilukeskus Laituri Oy is not obligated to return payment for an unused or unfinished activity. The primary aim is always to postpone to another date.

Businesses and communities, including all larger groups, can book our services via e-mail only (info@laiturille.fi). Advance enquiry can also be carried out by telephone. For bookings for all larger groups, we always charge 20% the total amount of the booking fee, which will be paid by invoice. The rest will be paid no later than before the start of the event by a separate invoice, unless otherwise agreed.

The necessary billing information must be provided at the time of booking. Companies, entities, and all those counted as larger groups are entitled to: cancel the service it has booked free of charge no later than 30 days before the beginning of the event. Later than 30 days, but no later than 14 days before the booked event, we aim to find a new time for the event. If no new date is found, a 20% booking fee will be charged for the booking. Later than 14 days, but no later than 3 days before the start of the event, for cancellation, we will charge 50% of the total amount. Cancelling less than 3 days before event, we will charge the full price. Vesiurheilukeskus Laituri Oy has the right to cancel a service reservation or suspend operations due to dangerous weather conditions or other force majeure, which can be considered to cause the customer or service provider to imminent threat. In these cases, Vesiurheilukeskus Laituri Oy is not obligated to refund payment for an unused or unfinished activity, but the main aim is to postpone the service reservation to another time.

7. Swimming skill criteria

Vesiurheilukeskus Laituri Oy requires all customers attending water sports events in or around water to meet following criteria made by Nordic countries. *One is able to swim when one, after being immersed in water, can swim continuously for 200 meters, of which at least 50 meters on backstroke*

8. Age limits

Vesiurheilukeskus Laituri have age limits and their terms and conditions, must be filled in for the service to be implemented. In all activities, under the age of 13 must be accompanied by an adult guardian, who is responsible for the child entirely for the duration of the activity. The user under the age of 18 must provide the contact details of the adult guardians at the time of booking. The customer must comply with the safety rules.

9. Insurance

The services of the Vesiurheilukeskus Laituri do not include insurance. The customer must take care of the necessary accident insurance, which also covers water sports. Water sports take place at the customer's own risk. Vesiurheilukeskus Laituri is not responsible for customers personal injury during activities or the damage to the customers personal property during water sports activities unless the damage was caused by the negligence of Vesiurheilukeskus Laituri Oy.

10. Safety wear

Vesirheilukeskus Laituri Oy offers protective equipment for water sports, including:

wetsuit, flotation vest, helmet, and ankle strap on SUP boards.

In wakeboarding, the mandatory protective equipment is a helmet and a flotation vest.

The wetsuit is optional. In SUP boarding, children under the age of 15 are mandatory to wear a flotation vest and ankle strap, for customers older than 15, equipped with their own discretion.

During fatbike mountain biking, it is mandatory to wear a helmet.

The use of protective equipment is strongly recommended in so far as it is not Required. Vesirheilukeskus Laituri Oy is not liable for any damage caused by wrongful use of protective equipment.

11. Obligations of the Vesirheilukeskus Laituri

Vesirheilukeskus Laituri takes care of and is responsible of conditions of water sports equipment, cable track and Fatbikes. The facilities and equipment must be appropriate and safe for the customer. All equipment and facilities shall be inspected once a day before opening or using the equipment.

12. Customer's obligations

The Customer accepts these Terms of Service and Security when making a reservation to activity provided by Vesirheilukeskus Laituri Oy. Terms and conditions are available on our website www.laiturille.fi and on site. The Customer undertakes to: comply with the written and/or oral safety and operating instructions received from the supervisor on site. All activities must be intended by the customer who has booked the activity unless otherwise agreed. Redeemed services and goods and personal products and services is prohibited to hand over to another person. For example, lending a rented SUP board to a friend or a personal season pass is prohibited. In cases of wrongful use, Vesirheilukeskus Laituri Oy is entitled to prohibit all services by that person and to charge full payment for the service.

Water sports equipment is the responsibility of the customer during the rental period and the liability for damages excluding normal wear and tear on the equipment. Vesirheilukeskus Laituri Oy shall not be liable for any damage to the person or personal belongings caused by persons incorrect use of premises and equipment or violating instructions rules given by staff or written

13. Cancellation of services by Vesirheilukeskus Laituri

Vesirheilukeskus Laituri Oy may cancel a reservation or event caused by Vesirheilukeskus Laituri or for reasons caused by an external reason. In these cases, the primary aim is to postpone the event to another time or cancel it. If the booking is cancelled due to Vesirheilukeskus Laituri, the booking fee will be refunded to the customer. These causes include, for example, the illness of staff, the breakage and maintenance work or reservation error due to the reservation calendar. For reasons beyond the control of the Vesirheilukeskus

Laituri (Force majeure), payments will not be refunded. Vesiurheilukeskus Laituri notifies customers of cancellation as soon as possible and to the extent that it has access to the customer's contact details.

14. Misuse of services

When Vesiurheilukeskus Laituri staff detects dangerous behavior, it has the right and obligation to immediately stop dangerous action. In such a situation, the customer is not entitled to a refund for unused or interrupted services.