

River Guide Services Terms & Conditions for Zandermania, Perchmania.

River Guide Services is the owner and operator of Zandermania and Perchmania. All activities undertaken by River Guide Services share the same terms and conditions.

THE CONTRACT

These Terms & Conditions are issued by River Guide Services and form part of the contract as well as govern the terms on which River Guide Services provides their services. A contract between River Guide Services and participants will only be formed when River Guide Services confirm the entry agreement upon receipt of duly filled registration form and payment is received. The condition of entry implies acceptance of the terms & conditions as well as the rules for all involved. It is the responsibility of the person booking the event to ensure all members of his/her party are aware of and understand these terms and conditions.

Approval & Confirmation of Entry

The contract will only exist between River Guide Services and its customer upon receipt of the non-refundable entry fee deposit (minimum). Participants will then be allocated a place on the official list indicating their entry status as follows:

Pending: the place is provisionally allocated under the understanding that a payment is pending. The place will be held until the balance due date (specified per event) after which without any further communication River Guide Services may re-allocate as they deem necessary.

Confirmed: status is given only once the full entry fee payment has been received.

Complaints on bookings

Any complaints regarding entry fees must be submitted no later than the end of on-site registration. Once on-site registration period has closed all claims on entries are non-void.

No-Show

If you are a no-show at any event you forfeit any payments made.

Cancellation of event

In the unlikely event that the competition is cancelled for other reasons than those listed below the organiser reserves the right to re-schedule it at no extra cost to the competitors in the next following 12 months. If River Guide Services then fail to organize the event within that time frame, competitors will receive full refunds on entry fee.

In the event the competition is cancelled caused by circumstances unforeseen to us and beyond our control, such as: war or threat of war, civil strife, industrial dispute, natural disaster, terrorist activity, or prevailing weather conditions above applies.

In any event River Guide Services will never cover any refund to third parties (i.e. hotels, car, ferry, accommodation, travel etc.) as it is requested that all competitors have correct travel and personal insurances to which they should make a claim.

PARTICIPANTS RESPONSIBILITIES

Behaviour

If in the opinion of River Guide Services, its agents or venue hosts your behaviour is deemed disruptive or causing distress injury or danger to other clients, property, our staff or any third party. We may terminate your entry into the competition; River Guide Services will not be responsible for any costs or claims that are incurred.

Personal Public Liability Insurance

River Guide Services provides within the entry fee of its events a minimal Public Liability which covers only the participants in between themselves and only during the hours of the competition.

Therefore River Guide Services recommends that all members of a party have made necessary arrangements to have their own valid Public Liability insurance to cover them during the hours not-covered by the organisers.

Public liability required by organisers needs to meet the following criteria “to ensure it covers its beneficiary for taking part in a fishing competition with use of boats in the UK and where cash prize money is handed out. We also strongly recommend adequate travel insurance for all.

Keep personal details up-to-date

Any notices due to be served under these Terms & Conditions and or event information will be sent by us to the email address provided during the registration process. Competitors must inform Organisers of any changes. Organisers cannot be deemed responsible if event information fails to reach competitors when using information details provided by them.

PROPERTIES

Return of items lent by River Guide Services

To aid running events, organisers may lend equipment to participants that need to be returned immediately at the end of the competition. It is the competitor's responsibility to return and sign the items back. Failure to do so will automatically forfeit their right to any prizes. Any items lent become the competitors' responsibility until they are returned. In case of loss or damage competitors are liable to pay for the missing/damage of items.

Theft and Damage to competitors

Organisers and event host venues cannot be deemed responsible for any theft or damage occurring during the event.

Prizes

From the moment prizes are officially awarded to their rightful winners they become their sole responsibility. River Guide Services strongly advise them to take immediate action should they wish to ensure they are properly stored and/or insured.

HOW TO COMPLAIN

Complaints

We try our hardest to ensure any complaints are dealt with amicably. In the first instance, we invite you to contact us directly by phone, email or in person on-site if you have any grievances or concerns. If you are unsatisfied by the outcome we then invite you to address them in writing at River Guide Services address of business.

We cannot accept complaints made to us after 28 days from the prize-giving ceremony, especially when you have not brought this to our attention during the course the competition and have not given us the opportunity to investigate matters and to resolve any issue or complaint.

The Contract

This contract is governed by English Law. Any disputes are to be submitted to the exclusive jurisdiction of the Courts of England and Wales.

USE OF PICTURES/LOGOS/DATA

Use of pictures by River Guide Services & associated partners

Persons depicted in photographs taken in conjunction with the any River Guide Services events as competitors, team runners, helpers, sponsors, media, visitors, organiser's team, host venue staff members will be used on a variety of marketing media by the organisers, media partners, and sponsors for an indefinite period of time.

These images are acquired in good faith and although efforts are made to obtain written permission to publish from the subjects depicted, this is not always feasible. For competitors, team runners & helpers free use of pictures taken is a condition of entry.

Use of pictures, logos & title by winners and their sponsors

In some cases, winners may want or be asked to endorse brands not involved with the event at the time of their win. Permission of using the appropriate logos on visuals must be applied for directly from River Guide Services and will carry a cost.

PERSONAL DATA POLICY

Provision of data

For the running of the competitions, River Guide Services require email and phone/mobile of any party responsible commonly referred to as "Captain" in any of its events. River Guide Services cannot be liable if competition information is not provided on-time due to lack of valid personal data.

Data protection

Competitors: consent to any personal information provided to be used for administrative and marketing purposes relating to River Guide Services with no limitation in time until a written request to be deleted is made.

Email communication: any data collected via email received may be added to our generic database.

Use of data by third-party

River Guide Services will not share your details with selected third parties for marketing purposes unless you have specifically opt-in to this.

Demotion of awarded titles

In a situation where a prize has been awarded but it is later proven beyond doubt that any form of cheating was involved, the competitors involved will be immediately stripped of any titles that they were awarded. Also, any trophies, product or prizes are to be returned to the organisers forthwith.

Notices

Any notices due to be served under these Terms & Conditions will be sent by us to the email address provided during the registration process.