



Terms and Conditions

Bookings

The purchase of any voucher is on the understanding that the participant has read and accepted our terms and conditions.

When a booking is made it is on the understanding that the participant has read and accepted our terms and conditions.

Any voucher, whether purchased or gifted, is valid for 12 months from the date of purchase, irrespective of whether a booking is requested.

Experiences must take place within 12 months of the purchase of the voucher, within the fly fishing season and are subject to availability; the season runs from 3rd April to 30th September. If the booking is not taken within 12 months and within the season, the booking cannot be carried over and no refund will be offered.

At the end of each session, you are required to fill in our record books, which are housed in four boxes along the river as marked on the map. Alternatively, you can email the details to fishing@cowdray.co.uk. This allows us to maintain stock levels.

If a voucher is purchased or gifted but no booking is made, the voucher will expire after 12 months of the purchase date and no refund or extension will be offered.

Cancellations

If a participant wishes to cancel a booking, a minimum of seven days' notice must be given by letter or email. A refund will be given, less 10% administration fee, or an alternate date offered.

If less than seven days' notice is given, then no alternate date or refund will be offered.

Any rearranged bookings following a cancellation must take place within the 12 months of the purchase date and within season. No refunds will be given after this time.

If your River Guide makes a decision to cancel a fishing session due to extreme weather conditions beyond their control, for example very high winds making casting dangerous, or river water conditions/levels are dangerous, or for any other reason, then a full refund will be given, or an alternate date will be offered, whichever is acceptable to the participant.

Liability

The information on our website is reviewed and kept up to date on a regular basis, however some changes may occur. No liability can be accepted for any error, omissions, or deletions.

Health & Safety

Your safety and that of all other members of public is always our primary concern.

If a participant does not adhere to the safety instructions given, or fails to wear the safety equipment provided and puts themselves or other people at risk, the session will be terminated and no refund will be given.

If a participant, in the opinion of our River Guide, behaves in an abusive or inappropriate manner, or is not fit to participate due to the effects of alcohol, drugs or medication, the session will end and no refund will be given.

The Cowdray Estate takes our responsibility for wellbeing very seriously. In the event of an emergency the Estate must be informed in order to act correctly. Please inform your River Guide or call the Estate's 24 hour Security Team on 07730 096270; alternatively during office hours please call 01730 812423.

If a participant has a medical condition or is taking any medication which may be a factor or is relevant to the activities that will be undertaken when fly fishing, it must be disclosed to the Estate prior to the confirmation of their booking.

All visitors to the Cowdray Estate should be aware of the dangers associated with fishing.

- Please take time to familiarise yourself with the riverbank and take note of any potential dangers.
- Those with less experience should engage the services of a river guide.
- Life jackets are available on request but are not mandatory.
- Check water levels – never access the river after excessive rainfall or whilst the river is in flood. If in any doubt, contact the Cowdray Estate Office for advice.
- It is advised that fishermen and guests are able to swim.
- No under 18s unless accompanied by a responsible adult.
- Anyone accessing the river (for fishing or other) must take their own precautions to notify someone of their whereabouts before, during and after their visit.
- Fishermen are advised to check phone signal and make note of their location whilst moving along the river.
- Safety glasses must be worn at all times whilst fishing. Sunglasses are acceptable.
- Always check behind and around you for others before casting.
- Although fishing itself isn't overly strenuous, please be aware that you are responsible for your own health as access to the river can often be down steep banks.
- Walk at all times and constantly assess the terrain whilst moving around.
- Strong lace-up boots are advised (unless wearing wellies).
- It is advised that you carry a personal first aid kit.

- Be aware that some plants, such as hog weed, can be harmful. Take care around unknown plants.
- Weils disease – avoid getting water in your mouth, eyes or cuts. More information can be found on the NHS website <https://www.nhs.uk/conditions/leptospirosis/>
- Be aware of overhanging or falling branches, especially in high winds.