

ACTIVE360 PADDLEBOARDING KEW BRIDGE TO RICHMOND

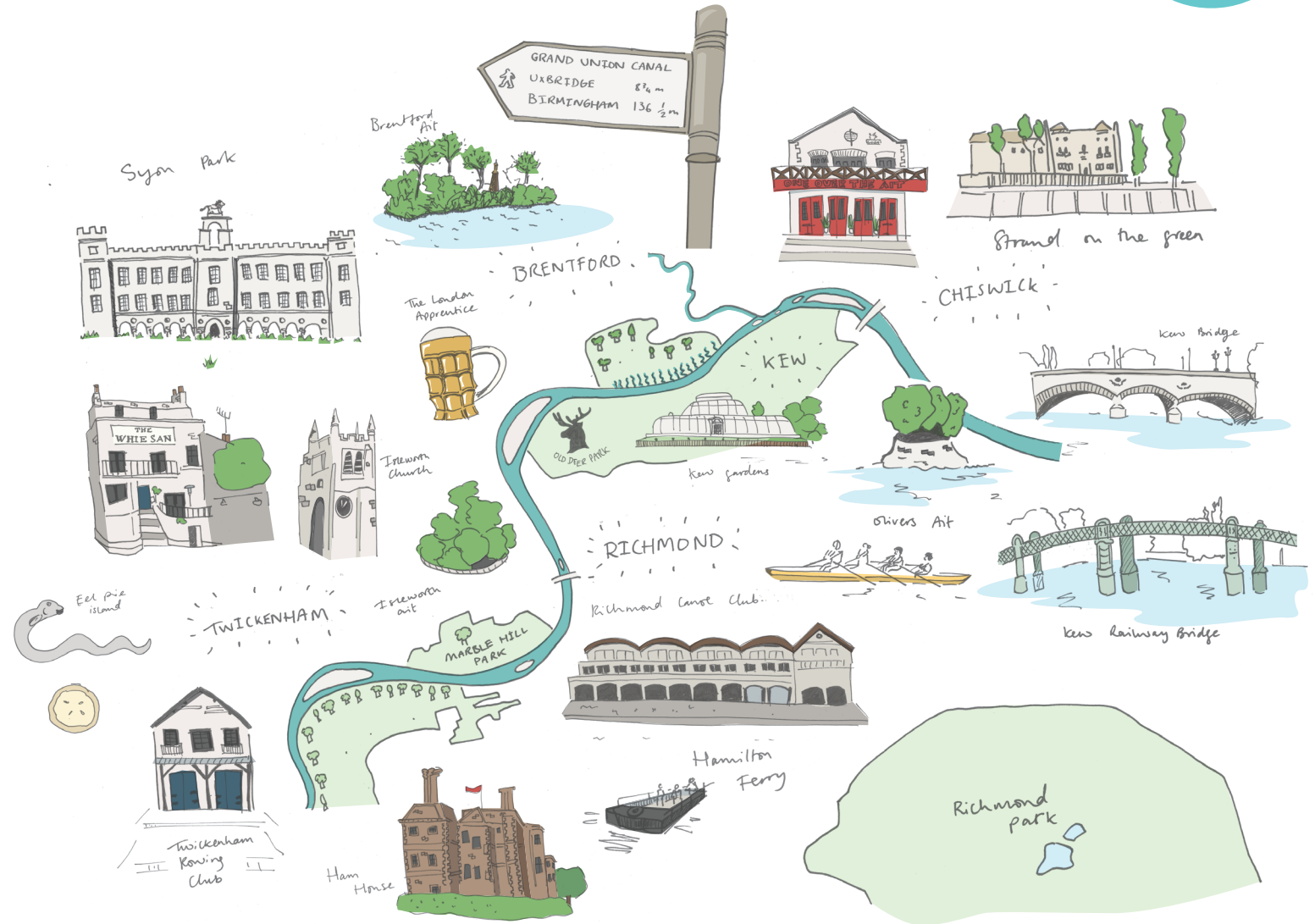


Thank you for Booking!

We look forward to you joining us on the water. The session will start with some land-based training, before heading out on the river and being gently taken upstream by the incoming tide. We will pass some of West London's most iconic sites including; Kew Gardens, Syon House, Isleworth Ait and Richmond Lock*. After stopping for a short tea-break, and waiting for the tide to turn, we will be taken back to Kew Bridge with the outgoing tide. We will also be passing several nature reserves, where you will be likely to see Herons beneath the willow trees and Cormorants diving for fish.

We look forward to seeing you soon, if you have any questions please contact us at: info@active360.co.uk

**How far we get depends on the duration on the session and conditions on the day.*



What time do I need to arrive?

You'll need to arrive at least 15 minutes before your session's start time to get changed. If you've booked for multiple people, then please provide us with their email addresses so we can send them e-forms to save time and paperwork on the day.

How far will we get?

We will always aim to reach the advertised destination, but sometimes variations in conditions and ability of the group will mean that we will have to turn early. But don't worry, we have plenty of alternative places to stop along the way, and it won't affect your paddling time.

How hard is it?

It's a brilliant body workout, and you'll certainly feel it the day after (in a good way), but as we use the tides / sheltered water, your physical ability on a beginner's session shouldn't be something to worry about.

Is the water clean?

The Thames is currently one of the cleanest rivers running through a major city in the world, and recognised as a massive environmental success story. It currently boasts about 325 species in its tidal stretches (including; cormorants, herons, seals and salmon), some of which you'll be sure to see on your trip. You'll also find lots of

people using the river for recreational activities, especially rowing and kayaking. The canals in London support a more modest number of species, and are also used for recreational activities.

As a precaution for paddling in any open water, open cuts should be covered with plasters and tape, and you should wash your hands with soap / antibacterial gel before eating any food.

How likely am I to fall in?

Not very likely - but there's a small chance. We will teach you techniques to help you feel more stable, and get down onto your knees if you need a break from standing. If you do fall in, we provide showers after the session.

What should I bring?

An old pair of trainers and some light clothing (not jeans), and some further layers if necessary. You're welcome to borrow a wetsuit, just e-mail us with your rough height and size before the session. You should also bring a spare change of clothes (just in case). On most trips, there is an option to stop for a quick drink or snack, so bring some spare change if you'd like purchase something.

If you purchase a phone case, neoprene socks, boots or gloves from our online store these can be collected before your session: active360.co.uk/sup-shop

Do sessions ever get cancelled?

We occasionally cancel group trips with 24 hours' notice if we do not have the minimum number participants to run the session (this is rare between spring - autumn). We will also cancel if we deem conditions to be unsuitable (e.g. very strong winds, fast fluvial flows, etc.), but we are not put off by a bit of rain. If your session is cancelled by us, you will have an option to reschedule or obtain a full refund. If you'd like to cancel or rearrange your session you must inform us 48hrs beforehand.

I loved the session (hopefully), what's next?

We offer returning paddler trips for people who have been out on a beginner's trip at a very reduced rate. We also run longer day trips, fitness sessions and holidays exclusively for returning paddlers. If you'd like to do your own thing, we also sell a great range of the best boards and equipment on the market, and offer discounts for people who have taken our sessions. We have several demo boards, so you're welcome to try before you buy: active360.co.uk/sup-shop

Can I review you?

We thought you'd never ask! We're still a small club, and your reviews really do make a huge difference,

even if you just have time to give us a few stars or say a couple of words. You can review on Feefo, Tripadvisor or Facebook.

If there's something you didn't enjoy about your session, we take your feedback very seriously, and we would be grateful for a chance to put it right. Please let us know: info@active360.co.uk

What's this about a luxury SPA add-on?

Virgin Active kindly offer our customers the use their luxury SPA facilities at their health centres located near our bases at Paddington (next door) and Kew Bridge (10min walk) for the reduced rate of £15 per person. Please send us an email to let us know if you would like to add this extra. More information here: virginactive.co.uk/clubs/chiswick-park/relax

I still have a question

Email us: info@active360.co.uk or give us a call on: 0203 393 5360

