

HIRE KIT PROCEDURES

KIT RANGE

We will have a full range of hire kit available for season 2020 – this will include a great selection of surfboards, bodyboards, wetsuits, paddleboards and sit on top kayaks.

SANITISATION

We will as per usual be providing kit that is clean and sterilised and will be following government guidelines regarding Covid 19 to ensure that everything we provide you with will be thoroughly sterilised and cleaned. We have a clear process in place to ensure that all staff will have received comprehensive training in sanitisation procedures. We also hold the WSA Covid Care Quality Assurance Scheme badge which is a reassurance to our staff and our clients that we have met high standards.

OPENING HOURS

Due to operating with limited staff our set up procedures will take longer and for this reason our first hire will available from 10am instead of 9am. We do anticipate staying open for later this season and this will depend on the weather, conditions and demand.

MINIMUM HIRE PERIOD.

Because of the extra sanitisation procedures required for the kit we will not be able to offer kit on a hourly rate and the minimum hire period will be for 2hrs. We do hope you understand

KIT HIRE DESK

Please follow our marked out areas and approach the staff working on the hire desk ensuring you follow the social distance requirements. Please do not approach in groups but on a 1:1 basis. The process may take longer than normal due to the Covid-19 requirements so in busy times please be patient, kind and stick with us. We will do our best.

PAPERWORK

You will be required to fill out our standard surf hire form declaration as per normal and an additional contact tracing form. Hand sanitising kits will be available for you to use immediately prior and after your forms have been completed.

PAYMENT

We operate a contactless system and card payment would be our preferred method. We will still be taking cash but please use a card where you can.

KIT ALLOCATION AND RETURN

Once we have received your payment your kit will be allocated. We have a system in place where your kit will be allocated or returned to two areas, GREEN ZONE clean and ready to go, RED ZONE out of use and needs to be sanitised OR. These areas will be clearly marked out and we ask that you remain outside of these areas unless instructed by our staff.

If you hire kit that requires the wearing of a buoyancy aid you will be required to fit this yourself. On return of your kit please drop it off in the red zone as neatly as you can. Please refrain from leaving it outside of the zoned areas. Return to the hire desk to collect your deposit and to notify the staff of your kit return.

SAFETY

As always safety is our priority. We ask that you respect and follow all of our safety information and advice when hiring kit from us. If lifeguards are on duty please abide to the flag system and stay within sight. It is extremely important that you stay within the operating areas that we will explain and do not give cause for concern by ignoring this advice or returning your hire kit late. If you have a waterproof watch or phone please bring these.

CONTACT US

If you would like to chat to us regarding our hire kit, policies and procedures please do contact us by email or phone. We are on limited staff and may not be able to get back to you straight away so the more advance notice we have the better.

Stay safe, have fun and we all really look forward to seeing both new and old faces as soon as we can!