

Plas y Brenin – Have a Go – Terms and Conditions

Paddle, Bike, Boulder, and General – July 2026

Paddle

What's included

- Craft
- Paddle
- Buoyancy aid
- Helmet for SUP hire

Before you hire

- This is equipment hire, not an instructed session.
- You will receive a safety briefing before setting off.
- You are responsible for your own safety and anyone in your group.
- You must not participate under the influence of alcohol or drugs.
- You must follow all instructions given by Plas y Brenin staff.
- You are responsible for any loss or damage caused through negligence.
- You and your party must always wear a buoyancy aid. These will be issued by a member of staff.
- Under 16 users must also always wear a helmet.
- You are aware of any dangers and will always act in a careful and responsible manner.
- You must meet the age restrictions below.
- You will pay for any damage caused by you or your party's negligence to both the hired boat and any third party involved, and for the replacement cost for any equipment lost.
- You are happy to right a capsize and look after yourself and all people in your party.
- You can land the hired boat appropriately.
- Previous experience required for canoe hire. You are aware of capsize risks and can look after yourself and all people in your party.

Age & Supervision

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| | 16-17 years - | May participate with the consent of a parent or legal guardian. |
| 14-15 years - | A parent or legal guardian or adult (18+) authorised by their parent or legal guardian must remain on site throughout the hire. | |
| 7-13 years - | Must be accompanied throughout the activity by a participating adult (18+) authorised by their parent or legal guardian. | |
| 5-6 years - | May only participate in a double kayak or canoe with a participating adult (18+) authorised by their parent or legal guardian. | |

Pets

Pets are not allowed on the water, except dogs with buoyancy aids. We are unable to supply these.

Bike

What's included

- Mountain bike
- Helmet
- Gloves

Before you ride

- This is bike hire, not an instructed session.
- You are responsible for your own safety and the equipment provided.
- Helmets and gloves must be always worn.
- Ride only on authorised Plas y Brenin trails.
- Do not ride under the influence of alcohol or drugs.
- Report any damage immediately.
- You are responsible for any loss or damage caused through negligence.
- Hired bicycles may only be used within approved Plas y Brenin riding areas and designated beginner trails unless otherwise authorised by staff
- Plas y Brenin reserves the right to restrict access to certain areas due to weather, maintenance, events or safety concerns.

Age & Supervision

- 16-17 years - May participate with the consent of a parent or legal guardian.
- 14-15 years - A parent or legal guardian or adult (18+) authorised by their parent or legal guardian must remain on site throughout the hire.
- 7-13 years - Must be accompanied throughout the activity by a participating adult (18+) authorised by their parent or legal guardian.

Acceptance

By hiring a mountain bike and equipment, you confirm that you have read and accepted these Terms and Conditions and agree to comply with them throughout the hire.

Equipment Requirements

Helmet Use: An approved cycling helmet must be always worn whilst riding.

Riders using their own helmet must ensure it:

Is in good condition

Fits correctly Is appropriately adjusted

Shows no signs of significant impact damage

Is less than five years old where possible

Staff reserve the right to insist on Plas y Brenin helmets being worn if the rider bought helmet is not deemed appropriate.

Clothing and Footwear

Riders must wear suitable clothing (long sleeves and trousers recommended) and footwear appropriate for mountain biking and prevailing weather conditions.

Loose clothing, straps and draw cords must be secured to prevent entanglement in moving parts.

Low-crotch trousers or other clothing likely to interfere with safe riding is not permitted.

Gloves must be worn. Knee and elbow pads may be provided where available but cannot be guaranteed.

Bicycle Condition and Safety Checks

Plas y Brenin staff will ensure that all hire bicycles have undergone appropriate inspections before use.

Riders must inspect the bicycle before commencing their ride and immediately report any concerns to a member of staff.

Riders must not attempt repairs, modifications or adjustments beyond normal operation without staff approval.

Weather and Environmental Conditions

Mountain biking takes place in an outdoor environment where conditions can change rapidly.

Plas y Brenin reserves the right to suspend, modify or cancel any hire activity where weather or trail conditions create an unacceptable level of risk, including but not limited to:

Heavy rainfall, Strong winds, Thunderstorms, Extreme temperatures, Flooding or trail damage

No compensation will be payable where activities are restricted or cancelled for safety reasons.

Safe Riding Conduct

At all times riders should be in control, operating the bicycle in a safe and responsible manner.

Riders must ride at a speed appropriate to the terrain and their ability level.

Riders must consider other trail users and follow any instructions issued by Plas y Brenin staff.

Riders must not ride under the influence of alcohol, drugs or any substance likely to impair judgement or physical ability.

Deliberate misuse of equipment, reckless behaviour or failure to follow safety instructions may result in immediate termination of the session without refund.

Assumption of Risk

Mountain biking is an adventure activity involving inherent risks, including but not limited to falls, collisions, changing terrain, adverse weather conditions and equipment failure.

By hiring equipment, the rider acknowledges these risks and accepts responsibility for their participation. Nothing within these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability which cannot legally be excluded under applicable law.

Bouldering

What's included

- Bouldering session
- Rock shoes

Before you climb

- This is equipment hire and wall access, not an instructed session.
- You are responsible for your own safety and anyone in your group.
- Follow all instructions given by Plas y Brenin staff.
- Climb responsibly and respect other wall users.
- Do not participate under the influence of alcohol or drugs.
- You are responsible for any loss or damage caused through negligence.
- Any accident, damage, theft or mechanical issue must be reported to Plas y Brenin staff as soon as possible.

Age & Supervision

- 16-17 years - May participate with the consent of a parent or legal guardian.
- 14-15 years - A parent or legal guardian or adult (18+) authorised by their parent or legal guardian must remain on site throughout the hire.
- 7-13 years - Must be accompanied throughout the session by a participating adult (18+) authorised by their parent or legal guardian.

Acceptance

By taking part in the bouldering session and using the equipment provided, you confirm that you have read and accepted these Terms and Conditions and agree to comply with them throughout the session.

Equipment Requirements

Rock shoes – customers using their own rock shoes must ensure:

They are in good condition, clean and fit correctly

Clothing and Footwear:

Climbers must wear suitable clothing and footwear appropriate for a public climbing wall (rock shoes only, no bare chests, etc.)

Safe climbing conduct

You are aware of any dangers (a non-exhaustive list is included below as examples) and will always act in a careful and responsible manner:

Climbing above others

Walking below climbers

Placing anything of the matting

Climbing without an appropriate warm-up

Climbing above/ over the top of the wall

Climbing onto/ off/ jumping off the balcony

All climbing in the tower/ roped climbing area

Jumping (and falling) from routes

Consideration is given to other wall use:

The mat/ fall zones are kept clear

Noise is kept to a reasonable level

Dress appropriately for a public climbing wall

The instructions of the 'floorwalkers' must be followed

Climbers must not participate under the influence of alcohol, drugs or any substance likely to impair judgement or physical ability.

Deliberate misuse of equipment, reckless behaviour or failure to follow safety instructions may result in immediate termination without refund.

General Terms and Conditions:

Arrival

All participants must arrive at least 15 minutes before the hire start time to get fitted out. We are unable to delay the start of the hire period by more than 10 minutes.

Health

All participants must be physically fit and able to participate in the activity. Participants may not hire any boat nor participate in any activities if under the influence of drugs or alcohol.

The centre reserves the right to refuse any booking if the team members on site believe that the hirer or any participant is not in a fit state to participate.

Safety

All participants must comply with the safety regulations and instructions given by Plas y Brenin staff. Watersports and adventure activities can be hazardous by their nature and participants, parents or guardians must accept that there are risks, but we have minimised these as far as we are able.

The PyB Team will make decisions on the day (or in advance if possible) based upon the location's wind and water conditions as to whether the activity/boat hire is safe to continue.

The decision of the PyB staff is final and non-negotiable.

Unruly Behaviour

Participants and members of their party are required to have consideration for others at the Centre. If, in the reasonable opinion of PyB staff, a person acts in such a way as to cause, or be likely to cause, danger, upset or distress to any other customer or member of staff, they shall be asked to leave the Centre immediately. The Centre will not pay any refunds, expenses or costs as a result.

Payment

All activities must be paid for in full at the time of booking.

Cancellation by Client

Customers must notify PyB at least 24hrs before the time of the booking to receive a full refund. Notification must be over the phone, in person or in writing. Any cancellation after that time will not receive a refund.

Cancellation by Plas y Brenin

Every attempt will be made to ensure all sessions run; however, Plas y Brenin reserve the right to cancel a session if the prevailing conditions will make the activity too hazardous.

This decision sits with PyB staff.

We will endeavour to give customers as much notice as possible and a full refund will be offered if an alternative date/time cannot be agreed. We may move the boat hire to a smaller body of water if weather conditions allow. Plas y Brenin will not accept any liability for any other expenditure or costs incurred by prospective participants.

Equipment

Buoyancy aids, paddles and helmets (for SUP's), alongside the hired craft and Bikes, Gloves and Helmets, Climbing Rock Shoes are provided as part of your hire agreement.

You are responsible for all equipment and liable to cover the replacement costs if lost or damaged.

Right to Refuse Hire

Plas y Brenin reserves the right to refuse hire or terminate a hire agreement where: Equipment is unavailable or unsuitable, weather or trail conditions are unsafe, a rider appears unable to ride safely, a rider fails to comply with these Terms and Conditions, a rider is under the influence of alcohol or drugs.

Disputes

Any complaint should, in the first instance, be addressed with the member of staff concerned. If they are unable to resolve the issue, they should refer the matter to the Duty Manager or Duty Instructor.

Photographs

Participants agree to photos and video being taken of them engaging in activities. Participants grant Plas y Brenin full and free rights to use these photos and videos. Please make us aware upon arrival if you do not agree to your image appearing marketing material for Plas y Brenin.