

## HPP White Water Course Standard Operating Policy

### Monday and Friday:

08:00 until 10:00

At all times.

10:00 until 14:00

Exclusive Closed Session

Poles / gates in the dalek section below the bottom bridge.

Open session for Canoes / Kayaks.

Poles / Gates available using eddies as indicated on the course map.

No poles / gates in the main flow.

White Water Rafting.

14:00 until 16:45

Open session for Canoes / Kayaks.

Poles / Gates available using eddies as indicated on the course map.

Poles / Gates as required in the main flow.

No White Water Rafts.

16:45 to 17:00

All poles / Gates to be clear of the main flow.

17:00 until Close

Open session for Canoes / Kayaks.

Poles / Gates available using eddies as indicated on the course map.

No poles / Gates in the main flow.

White Water Rafting.

### Tues / Wed / Thurs

18:30 until Close

Open session for Canoes / Kayaks.

Poles / Gates in the main flow.

Poles / Gates available using eddies as indicated on the course map.

No White Water Rafts.

### Saturday and Sunday:

08:00 until 10:00

Exclusive Closed Session

10:00 until Close

Open session for Canoes / Kayaks.

No poles / Gates in the main flow.

Poles / Gates available using eddies as indicated on the course map.

White Water Rafting.

### Notes:

- Between the months of October to the end of April inclusive, some flexibility with the detailed program can be requested by users depending on the White Water Rafting Program. All requests must be to the Course team leader. As much notice as possible for request increase the chances of implementing any change.
- A map will be produced indicating which eddies on the course can have Poles / gates at all times when the course is open. The map will be displayed in the white water course office and notice boards at the top and mid course points.
- On weekends when there is no White Water rafting program, the course team leader can authorise poles / gates to be placed in the main flow. The course team leader will endeavour to identify and advertise this availability, with as much notice as possible. Customers will be encouraged to make enquiries in advance of their visit.
- On approximately thirty occasions during an operating year the Corporate / events team process a booking that offers a multi activity program, climaxing with a White Water Rafting session in the PM. On these occasions we reserve the right to offer a rafting session between 14:00 / 16:45. On these occasions there can be continued casual use of the course but with no poles / gates in the main flow. The Bookings / White Water Course team will have this information as soon as the booking is

confirmed. IT IS HOWEVER THE CUSTOMERS RESPONSIBILITY TO CHECK COURSE AVAILABILITY WEEK ON WEEK. There should always be at least seven days notice although this cannot be guaranteed.

- In November / December / January / February / March the open session highlighted in red will begin at 15:00 until 16:30.
- River Racing:
  - Exclusive dates from Jan to Dec each year will be agreed to allow this activity to proceed safely. These dates will be advertised in the course program by the autumn of the proceeding year, to allow as much notice for users to plan and coordinate programs.

This map shows eddies in which slalom poles can be placed at all times.

