

Active Thames Festival 2026 – Booking Terms & Conditions

The Port of London Authority (PLA), registered address London River House, Royal Pier Road, Gravesend, Kent, DA12 2BG, through its Active Thames programme, is the facilitator (the “Facilitator”) of the 2026 Active Thames Festival (the “Festival”). The clubs and facilities delivering the activities and events as part of the Festival are the activity providers (the “Activity Provider”).

These Booking Terms and Conditions contain important information about your rights and are legally binding. Please keep a copy of them for your records.

The following terms and conditions apply to the booking of activities within the Festival. These terms may be amended at any time and the terms that apply for each booking will be those on the Active Thames Festival virtual booking site (the “Booking Site”) [<https://active-thames-2.played.co/>] at the time at which the booking is made.

1. Making a booking

When making a booking, it is your responsibility to make sure that all information provided is accurate. Your booking is an offer for the persons for whom you book a place to attend the Festival at the relevant Activity Provider and will not be binding until an email is sent to confirm the booking. The Facilitator reserves the right to reject any booking and/or limit the number of places that you may book.

2. Age of participant

You must check any age requirements or eligibility with the relevant Activity Provider on each event listing. By making a booking, you confirm that those conditions are met.

3. Pricing

All prices on the Booking Site are in pounds sterling and include VAT. The prices are set by the individual Activity Provider delivering the activity and may vary.

4. Change of activity details

If, for any reason, the venue, date, and/or times of the activity are changed at any date/time, the relevant Activity Provider will notify you as soon as possible. If the change is not acceptable to you, you can cancel your booking and receive a full refund.

5. Cancellation of activity

If, for any reason, your booked activity in relation to the Festival is cancelled before the activity has commenced, you will be notified as soon as possible. In this case, you will be entitled to a full refund.

6. Payment and refunds

- 6.1 Payment on the Booking Site is accepted by the methods shown on the booking page. In providing card details, you confirm you are authorised to use the card and authorise the Activity Provider, or its payment service provider, to take payment in full for the activity you have booked.

- 6.2 Payment will normally be taken immediately when a booking is made. Any refunds will be managed by the Activity Provider.

7. Cancellation policy

You can cancel your booking provided the start time is not due to take place in the next 48 hours. In such cases, the Activity Provider is required to provide a full refund. If, however, the booking is due to take place within 48 hours of cancellation, you will not be entitled to a refund.

Bookings made 48 hours or less before a booking starts will not be entitled to a refund.

If the Activity Provider cancels your booking 48 hours or less before the start time, a refund will be issued without penalty to the customer.

All bookings are non-transferable. It is the responsibility of the Activity Provider to facilitate the cancellation process and payment refund. No liability lies with Active Thames, the Port of London Authority, or Played Limited.

8. Liability

The Facilitator's maximum liability to you is limited to the price paid by you for the Festival activity. Without prejudice to this liability cap, save as expressly provided for in these Booking Terms and Conditions, the Facilitator shall not be liable for any direct, indirect, or consequential loss or damage (including, without limitation, loss of property or profit, business revenue or opportunity, or anticipated savings and loss or damage to any data), or for any costs, claims, or demands of any nature whatsoever arising directly or indirectly out of the use of or access to the activity content or any part thereof or in respect of any defect therein or any failure to provide or the late delivery of the same howsoever arising. For the avoidance of doubt, nothing within these Booking Terms and Conditions is intended to exclude the Facilitator's liability for death and/or personal injury caused by its negligence.

You acknowledge and agree that the Facilitator provides the Booking Site merely to facilitate the booking of events and activities for the Festival.

9. Accuracy of information

The Facilitator uses reasonable endeavours to ensure that all information on the Booking Site pertaining to the Festival is correct. Any typographical, clerical, or other error is subject to correction without any liability on our part. Any advice or recommendation given on the Booking Site or otherwise given to you by the Facilitator or any of its employees or agents, is followed or acted upon entirely at your own risks and the Facilitator is not liable for such advice or recommendation.

10. General

- 10.1 Each paragraph (and sub-paragraph) of these Booking Terms and Conditions operates separately. If any court or competent authority decides that any of them are unlawful or unenforceable, the remaining paragraphs (or sub-paragraphs) will remain in full force and effect.
- 10.2 These Booking Terms and Conditions, their subject matter, and their formation (and any non-contractual disputes or claims arising from them) are governed by the laws of England and Wales, and the parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any such disputes or claims.