

# SUP QUESTIONS & ANSWERS

## PLEASE EXPLAIN YOUR ACTIVITIES ON OFFER?

**BEGINNER LESSON** is a 10-minute lesson and safety briefing onshore, followed by a 1-hour paddle on the water. You will learn various techniques on standing up, paddling, turning and stopping, as well as important safety aspects. Small groups of 6 - 8 at \$40.00 per person. View bookings calendar to book – <http://www.supersaas.com/schedule/pbhb/LESSONS>

**IMPROVER LESSON** is for those that have SUP before and know the basics of SUP and want to improve their technique. We can help you fine-tune your paddling technique, teach you various bracing and turning skills and help you extend your knowledge on safety and environmental aspects of SUP. Small groups of 4 - 6 at \$40.00 per person. View bookings calendar to book. <http://www.supersaas.com/schedule/pbhb/LESSONS>

A **GROUP BOOKING** is for private groups. A minimum of 6 people and a maximum of 10 people. Consists of a 10-minute lesson & safety briefing onshore, followed by a 1-hour fun paddle on the water. Games and activities can be included depending on what the group requires. \$40.00 per person. (*School/Community group lessons available Monday to Wednesday - \$28 per person (min 8x/max10).*)

A **PRIVATE LESSON** is where you can request your preferred time and date, which best suits your exclusive group or couple. You will be the only students, which means you will get one on one attention from the instructor/s. Weather dependent & flexibility is required with available times. Duration 1hr, 10mins. Minimum 2x - \$55.00 per person / over 6x - \$40.00 per person (Private Group). **PRIVATE YOGA SESSIONS** available – message to enquire.

**CLUB BOARD HIRE** – Paddle Boarding, Hawkes Bay hire quality boards & equipment to SUP CLUB members @\$20 per hour or **fully experienced** paddle boarders as SUP visitors to the bay @\$35.00 per hour. Hire times are usually in the morning during lessons. **Non-members** will be required to sign a fully disclosed waiver indicating their SUP experience and agree to all hire terms & conditions. Message to enquire.

## HOW DO I BOOK A SESSION?

Introductory & Improver lessons can be booked via the bookings calendar - <http://www.supersaas.com/schedule/pbhb/LESSONS>. All other sessions/hires can be booked via the **CONTACT US** page - <http://paddleboardinghb.co.nz/contact-us/> or phone/text 021 1017969. Send your preferred date and time and we will try to accommodate as best we can. It is a good idea to look at the bookings calendar to check availability. Mornings are best due to wind.

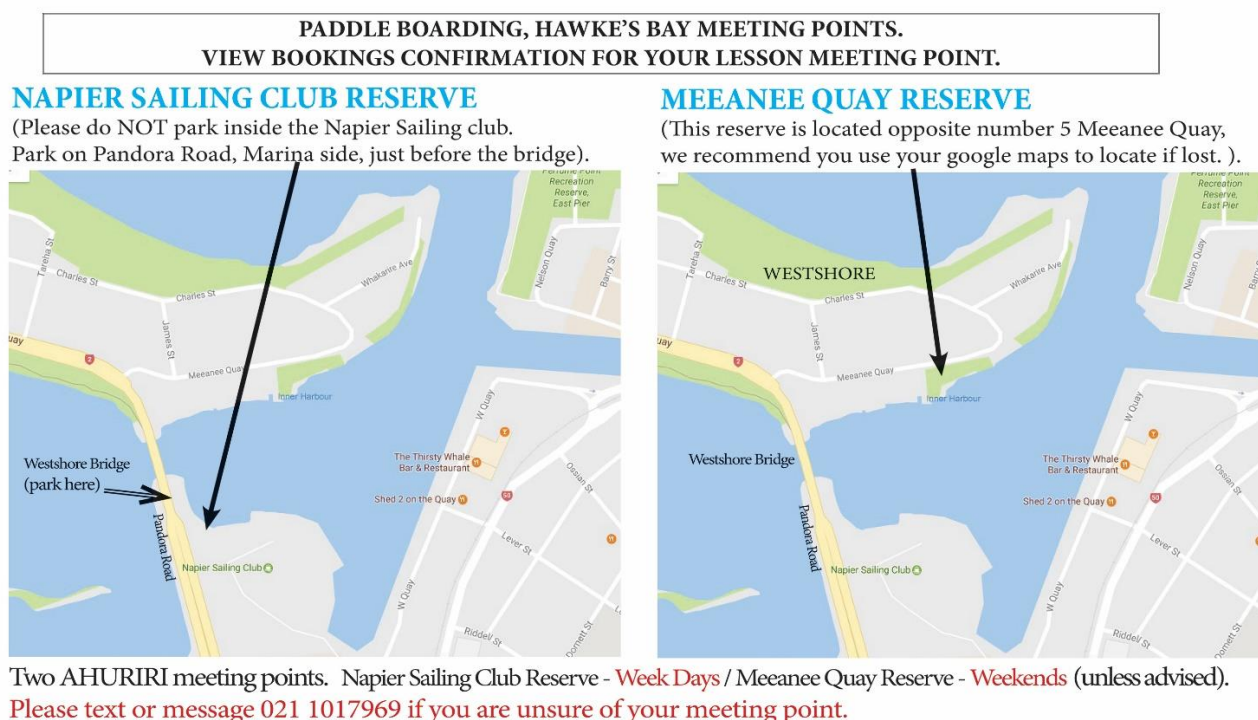
## HOW DO I PAY?

Full payment is required to confirm your session. Payment can be paid via Bank Transfer – **ANZ 06 0738 0190701 00** (Ref your full name & session date or invoice number). Invoices can be emailed for group or private bookings. Note - credit card payments via PayPal or onsite eftpos may incur a 3.5% fee.

## WHERE DO WE MEET?

Our meeting points are either the **Napier Sailing Club Reserve** on Pandora Road (normally on weekdays). Just before the Westshore bridge - Harbour side (not Pandora pond side). Please **DO NOT** park within the Napier Sailing Club grounds.

**or** **Meeanee Quay Reserve** (normally on weekends). **RECOMMEND** you Google **5 Meeanee Quay, Westshore** to find, as reserve is opposite this house. Your confirmation email or the bookings calendar will advise which location to meet for your lesson.



Click to view maps via website - <http://paddleboardinghb.co.nz/wp-content/uploads/2017/04/Meeting-Point-MAP.jpg>

## WHAT ARE THE AGE RESTRICTIONS?

We are advised by ISA (International Surfing Association), that it is **NOT** advisable to offer lessons to 7 years and under, unless part of a supervised school group. We offer lessons to 8yrs and older. All 8 -17-year-old participants require an accompanied adult either as a participant or onshore, and have their consent signed by a legal guardian. *Private sessions can be arranged for couples with small children over 5yrs.*

## WHAT DO I WEAR?

It depends on the weather. If it's a hot sunny day, then togs & casual gym clothes are fine (**NO DENIM**). As it is a form of exercise, you may get warm quickly. If it's a cold day, we suggest you wear merino tops & a jacket, but with the ability to strip layers off if required. Full wetsuits can be very restrictive but okay to wear. View the photo gallery to see what others have worn during summer and winter.

## [DO YOU HAVE CLOTHING AVAILABLE TO HIRE OR BORROW?](#)

Yes, we have rash shirts and wetsuit tops available for anyone to borrow or purchase, all branded with our SUP Logo. We also provide windproof jackets to participants if needed.

## [WHAT ELSE SHOULD I BRING?](#)

It is advisable to bring a bottle of water, towel, sunscreen, sun hat, medication (i.e. inhaler etc.), **change of clothes** and sandals for around the water's edge.

## [WILL I GET WET?](#)

You may only get your feet wet. Most people establish their balance quickly. Having the correct sized board makes a huge difference in whether you will take a dip or not. This is why we ask you what your weight and height are. There are never any guarantees though, but we do assure you, you'll have lots of fun. **Bring a change of clothes, just in case.** **NOTE – STUDENTS IN THE IMPROVER LESSONS WILL GET WET AT THE END OF THEIR LESSON.**

## [DO I NEED TO BE FIT TO DO THIS SPORT?](#)

You do need a small degree of fitness to enjoy this sport, as well as an ability to get up and down from a kneeling position. However, if this is not achievable, you can still enjoy the whole experience sitting on your bottom.

## [WHAT DOES WEATHER DEPENDENT MEAN?](#)

Weather Dependent means that all sessions will only go ahead if the weather is suitable. It is more enjoyable and safe to learn how to Paddle Board with minimal to no wind. It will also depend on the current and swell, as calm waters are better conditions for learning how to paddle board, these two factors will be taken into consideration when deciding if a session will go ahead or not.

## [WHAT HAPPENS IF A SESSION IS CANCELLED?](#)

Each participant will also receive a text or phone call the night before if the session is looking likely to be cancelled. Be prepared that cancellations can also be made an hour before the session. SAFETY is our priority. Unfortunately, WIND and SWELL are not our friends when it comes to learning how to paddle board.

**Note:** An improver session is very rarely cancelled, as you will learn what to do if ever caught out in bad weather and how to get to shore safely.

## [DO I GET A REFUND IF IT IS CANCELLED DUE TO WEATHER?](#)

Absolutely, you will get a full refund if it is OUR decision to cancel due to unsafe conditions. Alternatively, we can give you a credit, which you can use for an alternative day.

## [DO I GET A REFUND IF I CANCEL?](#)

If you cancel 15 hours before your scheduled session, then you will receive a full refund - less a \$15 administration fee. If you cancel inside the 15 hours, then no refund is given sorry.

## [IS PADDLE BOARDING SAFE?](#)

Your safety is our priority. We operate from extremely safe locations that we are familiar with, and safety is always our number one consideration at all times. Each person must wear a foot leash which is attached to their board, this means if you fall

in, your board is not far away to grab onto. As a secondary precaution, you will either wear a safety pfd belt or a life vest in case you get into difficulty. Also, the instructors will be close by, who have community lifesaving certificates.

### [IF I WANT TO PURCHASE A BOARD, WHERE CAN I BUY ONE FROM?](#)

We are stockists for **RED PADDLE CO & STARBOARD**, two world leading brands of paddle boards & accessories. Come and DEMO a board before you buy. Talk to us first, so we can help you buy the correct equipment for your personal needs. SUP SHOP - <http://paddleboardinghb.co.nz/sup-gear/>.

### [WHAT IS A DEMO FOR?](#)

A **DEMO** or **TRY BEFORE YOU BUY** is an opportunity for you to try out different types of boards before you make a purchase. We have various types of boards you can choose from and purchase. **NOTE** - Even if you decide to purchase elsewhere, we highly recommend you demo or get some free advice from us, as there are a lot of unsafe/non-enjoyable cheap brands on the market, which you may regret buying.

### [BOARDS TO DEMO:](#)

#### **RED PADDLE CO** – [www.paddleboarding.co.nz](http://www.paddleboarding.co.nz)

- 10'.6" and 10'.8" All-rounder (most popular boards)
- 12'.6" Voyager
- 12'.6" Sport
- 13'.2" Explorer
- 10'.6" Activ Yoga board
- 8'.10" Whip (Surf SUP) – all inflatable

#### **STARBOARD** – [www.starboard.co.nz](http://www.starboard.co.nz)

- 12'.6" x 28" Allstar Hybrid Carbon Race Surf hardboard
- 12'.6" x 29" Starshot Touring hardboard
- 11'.2" x 30" ASAP Blend All-round (flat/surf) hardboard
- **TORPEDO 7** – 12' Family lower cost range All-rounder board.

### [WHEN CAN I DEMO A BOARD? OR WHERE CAN I BUY A BOARD?](#)

Contact us and we will arrange a suitable time, normally in the morning during a lesson timeslot. If you have never paddle boarded before, we recommend that you do a lesson first before you make any purchase.

### [SUP MERCHANDISE – how can I buy a SUP t-shirt as a momentum](#)

You can buy our SUP T-shirts, singlets or hoodies, dry bags, leg ropes, tie downs etc. - online, or onsite before or after any session – everything is available in our mobile SUP car. SUP SHOP - <http://paddleboardinghb.co.nz/sup-gear>

### [CAN YOU TEACH ME HOW TO SUP SURF and can I BUY A SURF SUP BOARD FROM YOU?](#)

Our mobile school is predominately for SUP on Flat Water. We are not qualified to teach Surf SUP as this is a different area of expertise. SURF SUP boards are smaller in size than the ones we use for flatwater. However, we do have surf paddle boards options available to demo or purchase.

## ONCE I MASTER STANDING UP, CAN I GO OFF ON MY OWN FOR A PADDLE?

NO SORRY! Mainly due to safety, also because we are bound by adventure activity laws and strict conditions, everyone must stay together as a group at all times during a lesson.

## IF I ENJOY SUP AFTER MY SESSION WITH YOU, WHAT OPTIONS DO I HAVE TO CONTINUE?

You can enrol in our Improver lesson to fine-tune your skills, or you can buy your own board and enjoy SUP in Hawkes Bays' beautiful locations or anywhere in NZ or the world. Inflatable boards can pack down into a backpack that can fit snugly in the back of your car, you can go anywhere, even overseas with your boards. We'll teach you important safety aspects to make sure you SUP safely wherever you go.

## WHAT IS THE SUP HB CLUB?

The SUP Club is a likeminded group of SUP lovers, that simply love to paddle and enjoy the sport together. Membership is **FREE** for anyone that has completed a Beginner or Improver Lesson with Paddle Boarding Hawke's Bay. **BOOK A LESSON TO JOIN** – [www.pbhb.co.nz](http://www.pbhb.co.nz).

### **Membership benefits include:**

- Regular invitations to group paddles (see bookings calendar for times).
- Fitness sessions (see website SUP CLUB page for further information).
- SUP Club members receive \$99.00 discount off all new boards & 5% off all new paddles (excludes 1pc that need sizing).
- Board Freedom Hires (@ \$20 per hire), an opportunity to demo various boards and paddles.
- Closed Facebook page to communicate with other members and arrange paddles etc. *Please join via SUP CLUB website page FIRST before asking to join the facebook page.*
- SUP safety is encouraged – members are required to wear a foot leash & pfd.

**SUP CLUB INFORMATION** - <http://paddleboardinghb.co.nz/sup-club/>

