



Frequently Asked Questions Regarding the Activity Hub Membership scheme at Silverlake.

Q. Does the property I have / am booking have membership of the scheme?

A. On the Habitat Escapes website, if the property you are booking has a canoe symbol then the house has membership of the scheme.

Q. What does the membership scheme entitle me to?

A. People staying in a membership house will have free self-service access to a range of: Cycles, (Adults and children's) Canoes, Kayaks, Stand up Paddle boards.

Q. Will we be safe on the water?

A. Your safety is our priority. Found within your property booking confirmations will be the safety induction details and a link directing you to the safety induction video. We require you to watch this prior to using the equipment.

Q. Do I need to book equipment?

A. No there is adequate inventory to cater for the number of houses within the membership scheme & more equipment is acquired for each new house that signs up to the scheme.

Q. Do I keep the equipment at the property I am staying in?

A. No, the whole scheme revolves around you taking the equipment from the stores just for the duration of while you are using it. Please be considerate in respect of this as it is this philosophy that ensures there is enough equipment.

Q. Is safety equipment such as cycle helmets and buoyancy aids included?

A. Yes it is and at no extra charge.

If you have any further questions that aren't answered above please don't hesitate call us

07971 252394