



How to get help

The emergency services can be contacted in the UK on 999 or 112, also on Channel 16 on VHF Marine radios.

In addition in areas of poor mobile reception the emergency services can be contacted by emergency SMS (Text) message.

To use the emergency SMS message service

Register your phone by texting 'register' to 999

When you get a reply follow the instructions on the phone

Once your phone is registered you will be able to text 999 for help if you can't place a voice call.

If you need help in the hills, on the rivers or on lakes call the emergency services and ask for the Police and then ask for Mountain Rescue

What they need to know

Who is calling

What has happened

The nature of the incident

The number of any casualties and the injuries that they may have received

What assistance is required

Do you need medical help, rescue assistance

Are there any access issues they need to know about

Where you are

Be precise about your location

Give a 6 figure grid reference and include the sheet number

Give nearby landmarks

Be very cautious about using phrases such as upstream/downstream, River right/left, whilst these make sense to paddlers they may be very confusing to someone sitting in a control centre 250 miles away.

Give cardinal points such as North, South, East or West instead.

