

## Booking Terms and Conditions

### 1. Booking

1.1 Provisional bookings can be made by telephone, email or website inquiry but these cannot be guaranteed without a deposit being paid.

1.2 The number of participants' must not exceed the agreed number declared on at the time of booking, without gaining prior consent.

### 2. Fees

2.1 Bookings require a non-refundable deposit (£100 day trips requiring 1 minibus, £200 day trips requiring 2 minibuses, £250 multi-day trips) before booking can be considered confirmed.

2.2 For programme bookings, which are to be invoiced to a company, a purchase order for the full amount must be received by Intrepidus Outdoors / MY Adventure prior to booking confirmation.

2.3 All balance payments for course and activity bookings must be made 6 weeks prior to the activity date.

2.4 All amendments to bookings must be in notified writing and will be subject to an administration fee of £35.

2.5 Whilst we are aware that accidents happen, it is our policy to charge for damage incurred to Intrepidus Outdoors / MY Adventure property.

2.6 All of the activities provided by Intrepidus Outdoors / MY Adventure are insured for public liability, but it is recommended that clients take out suitable insurance to cover personal liability in the event of cancellation due to illness etc.

### **3. Cancellation by client**

3.1 Deposits are non-refundable.

3.2 All cancellations and amendments to bookings within 6 weeks prior to the arrival date will be liable for the full fee.

3.3 Cancellations made within 6 weeks of the start date of your event will be liable for 100% of the full fee.

### **4. Cancellation by Intrepidus Outdoors / MY Adventure**

4.1 Intrepidus Outdoors / MY Adventure will endeavor to run all courses as planned. However, for operational reasons or poor weather we reserve the right to cancel/amend your booking.

4.2 In the event of cancellation of any booking by Intrepidus Outdoors / MY Adventure clients will be offered either a full refund of the fee paid to Intrepidus Outdoors / MY Adventure or a transfer to any other course/date

### **5. Cancellation due to government mandated lockdown**

5.1 In the event of cancellations due directly to government / local authority mandated lockdown Intrepidus Outdoors / MY Adventure will give a full refund to customers whose trips occur over 6 weeks from time of initial lock down.

5.2 For those bookings that occur within 6 weeks Intrepidus Outdoors / MY Adventure can only reschedule clients trip for a future date with no additional charged.

### **6 Refunds**

6.1 The client is responsible for any processing fees or additional charges imposed by their bank or card provider when receiving a refund.

6.2 In addition to this, the client is also responsible for any additional charges relating to currency conversion fees imposed by their bank or card provider for non-UK/GBP bank accounts or payment cards.

6.3 All refunds will be made in GBP at the exchange rate provided by Intrepidus Outdoors / MY Adventure's payment provider on the day of the refund, which may result in a different amount being received from the original payment amount.

## **7. General**

7.1 All course participants must complete and return a consent form before the activity commences.

7.2 For U18's the participation form must be completed and returned by a parent or guardian at least 14 days prior to the course start date or they will not be able to attend.

7.3 All course participants are strongly advised to take out appropriate cancellation, curtailment, and accident insurance.

7.4 Unless specifically agreed, the organiser of a booking involving U18's is fully responsible for those persons at all times including overnights.

7.5 Intrepidus Outdoors / MY Adventure takes verbal abuse of our team and other clients / physical assaults to team and other clients / intentional damage of our equipment / and threats of self-harm very seriously. In the event of any of these actions we:

- I) reserve the right to end the activity immediately
- II) have no obligation to lead clients back to the minibus
- III) have no obligation to provide transport to nearest town / village
- IV) will not provide any refund for the booking

7.6 By signing the Intrepidus Outdoors / MY Adventure consent /medical form and arriving to complete the activity clients are agreeing not to be under the influence of alcohol or drugs that have not been proscribed.