



Adventures Unlimited Scotland CIC
SC413978

Terms & Conditions

Unless otherwise agreed in writing, the following Terms & Conditions will apply to all bookings:

Acknowledgement of Risk

At Adventures Unlimited Scotland CIC the safety and comfort of our clients is our highest priority. All our staff are suitably qualified and well trained, and we use only modern correctly maintained equipment. However, the activities that we offer can be hazardous by their nature and participants must accept a certain element of risk during their activity session. Parents and guardians must also recognise a degree of risk to their children. Group organisers must explain this risk to all group members before confirming their participation.

Safety

We reserve the right to postpone or cancel the activities on offer as weather or group needs dictate. If an activity cannot be provided due to weather or environmental conditions then we will try and provide an alternative activity. If we cannot provide any suitable alternative activity then we will negotiate with the client to arrange an alternative date as soon as possible. If the client chooses not to accept an alternative activity or date we cannot offer a refund.

Customers must at all times follow any safety instructions given by Adventures Unlimited Scotland staff. If we believe that individuals are placing themselves or the group at risk by their actions, we reserve the right to remove the person(s) concerned from the activity. Participants must behave reasonably and responsibly at all times with due consideration to other participants and also to members of the public who may be in the vicinity of the activity.

Any relevant medical conditions must be notified to the group instructor before the commencement of activities.

Booking Procedure

We take provisional group bookings and hold these for up to 2 weeks. If the start of the activity is more than four weeks ahead we require a non-refundable deposit of 25% to confirm the booking. If a deposit has not been paid, then we reserve the right to cancel the provisional booking. Final payment will be due 2 weeks before the start of the activity.

If the date of the activity is within four weeks then we will require payment in full in order to confirm the booking.

Cancellation Policy

Cancellation by the client:

If the client cancels a confirmed booking then the following will apply:

cancellation more than 8 weeks before event - loss of deposit only (or 25% charge if no deposit paid)

cancellation 4 to 8 weeks before event - 50% of total cost

cancellation 2 to 4 weeks before event - 70% of total cost

cancellation less than 2 weeks before event - 100% of total cost

Cancellation by us:

In the unlikely event that Adventures Unlimited Scotland cancels an activity then we will offer the choice of an alternative date or a full refund of any money paid.

November 2014

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