



Terms and Conditions

Deposit and Payment

Provisional bookings will not hold firm until a 25% course booking fee is received and confirmation is provided. The remaining balance should be paid no later than 14 days before the activity date. Deposits are non-refundable. Vouchers are pre-paid and non-refundable.

If we cancel or amend activities

Reach Outdoors reserves the right to cancel or amend activities in the interest of safety and quality. In the event of us having to cancel the activity a free transfer to an alternative date or activity will be offered. Reach Outdoors Ltd will not be liable for any loss, damage or expense resulting from force majeure or any unforeseen circumstances outside of their control e.g. inclement weather or change of venue for safety purposes.

If minimum numbers are not reached, Reach Outdoors Ltd reserves the right to cancel the activity with a full refund or transfer to an alternative date, if appropriate. It is the responsibility of the party leader to ensure they are contactable up to the time of the activity for notifications of amendments.

If you cancel or amend booking

Cancelations within 14 days of the activity date will forfeit the full booking fee. Changes to participant numbers of groups should be notified to Reach Outdoors as soon as possible. If participant numbers reduce within 14 days of the activity the party leader will remain responsible for ensuring full payment is made.

Insurance and Safety

Reach Outdoors has full public liability insurance. It is the nature of adventure activities that there will always be some degree of risk and injury can result from participation. Prior to activity all participants will be asked to complete an acknowledgement of risk. It is the responsibility of each individual or guardian of to inform Reach Outdoors of any condition that may prevent or affect safe participation. By making your booking you agree that you have read and understood the acknowledgement of risk form. Our insurance does not cover you for inherent risks or client negligence. Whilst not mandatory you may wish to arrange your own personal injury insurance. For your own safety it is imperative that you abide by the decisions of our guides. We reserve the right to make changes to activities and venues as a result of adverse or impending conditions.