



## **Terms and Conditions**

### **Deposit and Payment**

Provisional bookings will not hold firm until the full booking fee is received and confirmation is provided.

### **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**

Cancellations within 28 days of the activity date will forfeit the full booking fee. We will refund 50 % of the full booking fee for cancellations made 28 days before the activity date. 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. Minimum numbers apply to private groups.

### **Photos and image sharing**

Reach Outdoors take photographs on all activities to share with the participants. This is done by emailing an electronic link to an album to the email address provided at the point of booking. By accepting these terms, you are agreeing that you are happy for us to share any images of you or your group members with other parties that were on your session. If you do not want your image shared in this way, please contact the Reach Outdoors office ahead of your activity date. Consent for use of images for marketing purposes is collected either in advance through a booking form or an acknowledgement of risk form on the day of your activity.

### **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 / travel insurance to cover against personal losses. 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.