



3-4 Bath Place  
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[www.adventurecamps.co.uk](http://www.adventurecamps.co.uk)  
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## **Adventure Camps - Booking Conditions**

### **Booking:**

Bookings can be made via our web site [www.adventurecamps.co.uk](http://www.adventurecamps.co.uk) , or alternatively you can telephone the office on 01654 767024 or 07960584861, who will send out the necessary paperwork. Once the booking form has been received you will receive confirmation either by e-mail or by post as to whether or not it is accepted (we advise customers to telephone and check availability before completing a form). A booking form is required with each booking.

A copy of our generic site risk assessment is available upon request from our office. Party leaders should ensure that they have read this and produced a risk assessment for their visit if required.

All medical forms and consent forms must be returned to Adventure Camps before arrival.

### **Payment:**

A non refundable deposit of £500 per group of 10. E.g 20=£1000, 30 =1500 etc. For summer camps a deposit of £100 per child. All cheques should be made payable to "Adventure Camps".

Party leaders are responsible for payment of all charges, including loss or damage to site equipment, safety equipment and any malicious damage caused during the stay. Payment in full must be received before the commencement of the course. Adventure camps will invoice for payment , these invoices must be paid 28 days prior to the start of the course.

### **Cancellation by the Centre.**

The Centre reserves the right to cancel your booking due to adverse weather conditions or factors out of our control. If we have to cancel your booking we will try to organise an alternative date. If this is not acceptable we will offer the appropriate refund. Adventure camps "Summer Camps" course will only go ahead with the correct number of participants attending. Adventure Camps reserve the right to cancel courses within two weeks of the course date if bookings are poor.



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### **Cancellation by customer:**

All cancellations must be made in writing to the Centre (fax or e-mail is acceptable, a change of date constitutes cancellation).

Please note that the Centre operates the following cancellation procedure;

Cancellations 28 days prior to confirmed booking = Loss of deposit.

Cancellations 27 to 14 days prior to confirmed booking = You will be charged 50% of the cost of your proposed visit, based on the information supplied on your booking form.

Cancellations 13 days or less prior to confirmed booking = You will be charged the full cost of your proposed visit based on the information supplied on your booking form.

### **Physical fitness/Safety:**

All the activities are physically demanding and may involve bending, lifting, balancing, jumping, falling, climbing, stretching and demand a degree of co-ordination. You should ensure that you or your group has an adequate level of fitness for the activities undertaken. If there are any medical conditions relating to yourself or your group you must inform us when making your booking.

We strongly recommend that if any member of your group has a medical condition that you think may become an issue they should check with their Doctor and the Centre before making a booking. All groups must comply with the safety regulations, operating procedures and instructions of Centre Staff. If a participant is deemed to unsafe due to illness, intoxication or misbehavior, Adventure camps reserve the right to refuse participation, and in some cases participants may be sent home. Adventure Camps will not pay for travel or refund course costs for participants who are sent home for any of the reasons mentioned above.

### **Weather:**

Camping is an activity open to the elements. It is the group's responsibility to ensure that they take the weather into account when making their booking and have contingency plans in place. If you decide to cancel during your stay due to the weather then you will be charged the full cost. Every effort will be made by the Centre to ensure that your stay is as comfortable as reasonably possible. There are procedures in place should the weather impact on your stay.

### **Insurance:**

Adventure Camps are insured, but not for personal belongings of participants or personal accident. We strongly recommend that you have adequate insurance against cancellation / curtailment and personal accident.