

Terms and Conditions

Definitions

Arrival date: the arrival date specified in the booking confirmation or such other date as may be applicable to these conditions.

Booking: the reservation made by you and accepted by us in accordance with these conditions and as set out in the booking confirmation.

Visit: your visit details of which are set out in the booking confirmation or otherwise agreed in writing by us.

Our/we/us: Walesby Forest, Brake Road, Walesby, Newark, NG22 9NG

Payment: fees should be paid at the time of booking

Acceptance of Booking Conditions

Bookings are only accepted on the basis that the customer agrees to abide by our terms and conditions and confirms this by signing the booking form. Bookings for individual courses can only be made by completing and signing our booking form. Before completing the form we advise you to check availability first by calling the centre on 01623 860202. Once received, your booking will be processed and confirmation, including joining instructions and course details, will be sent before the booking start date.

Booking procedures

Call 01623 860 202 to make a booking, to check availability or make further enquiries. We will need to know a contact name, email address, phone number, postal address, and the numbers in your group.

We will then process your booking; please note we will require full payment at the time of booking and will email you confirmation when complete.

You shall not be entitled to make any alterations to any documentation issues by us. Any alteration to any booking confirmation should be notified to us as soon as possible and in the event we are able to satisfy your requirements we shall send to you a revised booking confirmation.

If you are looking to increase your group size additional payment will be required at the time of the change being agreed.

If you are looking to decrease your group size then please refer to our reductions and cancellations section below for details on cancellation fees.

Reductions and cancellations

If you decide to reduce your group size or cancel your booking, you must tell us as soon as possible. You must pay a termination fee which covers our administration costs and compensates us for the risk that we do not resell your booking. The fee is based upon how long before your booking you tell us you want to cancel and is a percentage of the total price of your booking:

10 weeks or more	25%
10 to 6 weeks	50%
6 to 0 weeks	100%

If your booking must be cancelled because of a continuation or change in government policy, then you will be offered the choice of a full refund or the opportunity to move your booking later in the year.

Your responsibilities

Participation in activities requires individuals to be in good health and have a basic level of fitness. All individuals taking part in water activities must be able to swim at least 25 metres unaided.

Families will be required to ensure that their behaviour is compatible with the orderly conduct of activities and families are always required to follow the verbal and/or written instructions of our staff or notices.

You must take all appropriate measures for the protection and security of any valuables, baggage, or other personal possessions.

We reserve the right to decline to accept or cancel any booking or exclude and family at any time prior to or during the stay if in our reasonable opinion the behaviour of that family is or may be disruptive, dangerous, annoying or incompatible with the general enjoyment of other visitors.

Behaviour deemed inappropriate may include but is not limited to:

- Threatening behaviour including offensive or insulting language to other visitors or our staff
- Suspected involvement with illegal drugs
- Theft, vandalism or illegal activities
- Inappropriate behaviour
- Bullying in any form which adversely affects the enjoyment of other visitors

Where we reserve our rights under this clause you must arrange to leave site within 12 hours of our notifying you. Any additional costs so incurred shall be entirely your responsibility.

If any problem is experienced during the visit the matter should be immediately reported to the site CEO to allow us the opportunity to rectify any problem raised. If it is not resolved you should write to us within 28 days of departure and we will endeavour to find a satisfactory solution.

DATA PROTECTION (GDPR 2018)

Please refer to our privacy policy:
<https://www.walesbyforest.org.uk/privacy-policy/>

Statement of Assumed Risk

Outdoor and adventurous activities often involve learning new skills in unfamiliar environments. Both participants and persons with parental responsibility must accept an element of risk. Activities may result in bumps and scrapes. To minimise risks we have evolved a 'safe system of work' and regularly Risk Assess our programmes and activities. Jewellery, rings, chains, earrings etc must be removed or taped over whilst participating in activities which could result in them being snagged. We also ask that long hair is tied back.

Force Majeure

If we cancel your booking, except where it is because you have not paid, in circumstances beyond our control we will endeavour to provide mutually acceptable alternative dates, or you can have a refund if unable to do so.

Circumstances beyond our control are: war, threat of war, riots, civil disturbances, terrorist activity or its consequences, industrial disputes, natural or nuclear disasters, fire, health risks, unavoidable and unforeseeable technical problems with transport, actual or potential.

Insurance and Loss of Property

It is your responsibility to arrange appropriate insurance against cancellation, curtailment, personal accident, personal liability and theft. Walesby Forest only accepts liability for loss, damage or injury resulting from negligence by Walesby Forest.