

Terms and Conditions of Course Bookings



Introduction

In the following Terms and conditions 'the client' means each group member or individual or their respective parents and guardians, and 'we', 'our', 'us', 'ourselves' means Lizard Adventure and any associated staff.

Booking a place on a course. An invoice will be sent by email with payment details. The clients place on the course will be confirmed when a non-refundable 25% deposit is paid. The full payment is needed 14 days before the course start date. If the booking is made within 14 days of the course start date, payment in full is required to secure the place.

Payment. All payments need to be made in pounds sterling, preferably by Bank Transfer using the details on the invoice. It is also possible to pay by card over the phone, please call 07845 204040. We will notify receipt of all payments, by email.

Changes by you. If you have to cancel your place on the course, please contact us as soon as possible by email or phone. The 25% deposit will be retained by us. If it is within 14 days of the course start date refunds or credit notes may be offered at the discretion of the company directors. Refunds will not be given after the course has commenced.

Cancellation by us. In the rare event of cancellation by us we will firstly offer an alternative date and if this is unacceptable to the client we will offer a credit note. If neither is acceptable then we will refund the full payment.

Communicating with you. We may have to communicate with you by phone if the weather conditions change and the location of the course may need to be rearranged. We'll keep your details on record and they will only be used by Lizard Adventure staff. We promise never to pass information on to other companies. We will only email offers and updates about Lizard Adventure a few times a year, and of course we'll take you straight off our mailing list if you ask us to.

Liability. We will not accept liability for personal injury sustained by participants.

Client Safety. The client will at all times during the activity, in the interest of safety promptly comply with all reasonable instructions or advice given to them by us. If the client fails to comply with such instructions or advice, we reserve the right to exclude the client from the course or refuse carriage of them at any time. We do not accept responsibility for any liability, loss, expenses or damages arising because of the client's failure to comply. Any monies paid by the client are non-refundable.

Nuisance or Abusive Clients. We reserve the right to exclude a client from a course if we believe the client to be causing a nuisance or to be abusive to the staff and other clients on the course. We do not accept responsibility for any liability, loss, expenses or damages arising because of the client's failure to comply. Any monies paid by the client are non-refundable.

Alcohol and drugs. Alcohol must not be consumed before the commencement of the course, during the activities or during any breaks in the day. If the client is found in possession of any illegal drug whilst undertaking the activities the appropriate action will be taken. We reserve the right to exclude the client from any services provided by ourselves if we feel the client is unfit to participate.

Client fitness. Participants must be of good health and should be aware that they will undertake adventurous and strenuous activity. Registration forms, including a medical declaration, must be

completed prior to the start of the course. All prior injuries and serious illness must be detailed on the form. If a participant is, in our opinion, not considered to be sufficiently well, fit or able to partake in the course, in the interests of safety we reserve the right to exclude the participant from the course. In this case it is agreed that there will be no liability for any damages, loss or expenses and any monies paid by the client are not refundable.

Supervision of minors. Group leaders and other adults who accompany a group of minors agree to act 'in loco parentis' at all times. We will be responsible for activity instruction only. Group leaders who accompany the group will be responsible for the discipline and adequate supervision of all group members outside of activity instruction time.

Risk. Whilst Lizard Adventure will take all necessary precautions to reduce risk; we cannot eliminate all these risks without undermining the adventure experience or the reason for taking part. Before you undertake any activities with Lizard Adventure you will be required to sign a registration form in which you accept risks involved and agree to follow all the safety instructions closely. You need to bring suitable footwear and clothing as advised on booking and wear the safety equipment provided.

Client Belongings. We do not accept any responsibility of any kind for the participants' property of any description, including money, luggage baggage, personal belongings and vehicles. Property must in all circumstances be the responsibility of the participant.

Complaints. We will aim to resolve any complaints brought to our attention as soon as possible. Complaints must be made in the first instance to either the instructor or the booking office staff. If you deem the outcome of your complaint as unsatisfactory we ask you to write to us, and we will escalate the complaint to a company director.