



## **Terms and Conditions for Adventure Camps**

Please take the time to read the following terms and conditions carefully.

They are the basis of the contract between yourself and Land & Wave Ltd.

### **Payment & Cancellation**

Bookings are confirmed with payment in full.

If you can cancel, depending on how close to the departure date we will refund you as follows;

70 days or more before travel: Loss of full deposit

69 - 63 days before travel: 30% of total booking price

62 - 49 days before travel: 50% of total booking price

48 - 29 days before travel: 70% of total booking price

28 - 15 days before travel: 90% of total booking price

14 - 0 days before travel: 100% of total booking price

If we have to cancel, we will provide an alternative date or refund, at your discretion.

### **Insurance & Safety**

Land & Wave has a public liability insurance policy with The Activities Industry Mutual.

Our insurance does not cover you for accidental injury and illness.

You may wish to take out your own personal injury and travel insurance.

We are registered with [Protected Trust Services](#) (FCA Registered), your payments are held in a trust account which protects your money in the event of insolvency.

We are licensed with the Adventure Activities Licensing Service for provision of outdoor activities in scope. License #R1829.

It is essential that you listen carefully to your instructor.

Our activities are offered on a 'challenge by choice' basis and you can always opt out.

### **Consent & Personal Information**

Every participant will be expected to complete a consent process before the activity begins.

A parent/guardian must disclose information for anyone under 18 years.

You must disclose relevant medical information which could impact on the activity. For further information please call the office on 01929 423 031.

If you have concerns about your health and suitability to participate we highly recommend speaking to your GP.

Personal information will be handled used in line with General Data Protection Regulation (EU 2016/679).

### **Behaviour**

We reserve the right to refuse participation if behaviour is inappropriate.

We reserve the right to charge you should any damage be caused as a result of deliberate action.

This includes being under the influence of alcohol and/or drugs. In this case no refunds will be provided.