

Booking Terms and Conditions

Lectures and Public Events

Please read these Terms & Conditions carefully before booking. Once a booking has been accepted a binding contract will have been entered based on these Terms & Conditions. If you have any questions about our Terms and Conditions please do not hesitate to contact us. Brenscombe Outdoor Centre, Portland Outdoor Centre and New Forest Outdoor Centre are owned and operated by Activate Outdoors Ltd Company registration number 3201193

Activate Outdoors Ltd reserves the right, without the need to give reasons, to refuse to accept a booking. In such circumstances no agreement arises and Activate Outdoors Ltd will return any payment accompanying the booking. The agreement is governed by English law.

Contact Details

Brenscombe Outdoor Centre Studland Road, Corfe Castle, Dorset BH20 5JG Tel:01929 481 222
Portland Outdoor Centre Castletown, Portland DT5 1BD Tel 01305 822255
New Forest Outdoor Centre, Emery Down, Lyndhurst. SO43 7GA Tel 02380 284401

Once a booking has been confirmed either by completion of our online booking confirmation form, email confirmation or other written confirmation or by payment of our invoice for the booking, a contract has been entered into or all of the following terms become applicable.

1. FEES

- 1.1. Prices are quoted on a per person fixed price basis.
- 1.2. The full price will be invoiced for payment at time booking and the booking is not confirmed until payment is received.

2. CANCELLATIONS/POSTPONEMENTS

- 2.1. Cancellation: Activate Outdoors reserves the right to cancel a lecture or event if conditions prevent it to be run safely or if there is a problem with the venue. In the event of such a cancellation, clients will be offered one of the following options: a full refund of fees or credit for a future event on a different date.
- 2.2. Client cancellation. We request cancellations in writing but will assume client cancellation through non attendance.
- 2.3. If the cancellation is over 4 weeks before the start of the event, the tickets will be refunded minus a £20 administration fee.
- 2.4. If the cancellation is within 4 weeks of the event the tickets are non refundable.
- 2.5. **Cancellations prior to attending due to government guidelines or legislation:**
 - A) If government guidelines or legislation require that groups are unable to attend the outdoor centre due to restrictions then a full refund will be offered. Where possible alternative dates will also be offered.
 - B) If anyone in your booking party, has to quarantine or self-isolate in line with government guidelines and cannot attend the Outdoor Centre, that person/people will need to cancel their part of the booking. A refund will not be offered.

3. PERSONAL & INSURANCE

- 3.1. Activate Outdoors holds ten million-pound Stirling (£10,000,000) civil liability insurance.
- 3.2. Activate Outdoors recommends that you take out insurance cover for your own personal belongings and accepts no liability for lost/damaged personal belongings.
- 3.3. Activate Outdoors recommends that you take out insurance to cover the cost of the event should you need to cancel.
- 3.4. Activate Outdoors aims to operate to the highest health and safety levels, however, we remind participants that they also have a responsibility to keep themselves and others safe. We accept no liability for any injury or accident that may occur outside the categories of staff negligence or structural failure of facilities.

4. CONDUCT ON A COURSE

- 4.1. The client acknowledges that during an Activate Outdoors event participants are required to submit to the reasonable instructions and leadership of the Activate Staff Team. The client acknowledges that persons attending a course are expected to maintain a high standard of conduct and regard for personal well-being.
- 4.2. Participants under 18 years old must have enough accompanying adults to remain responsible for them at all times.
- 4.3. If a participant's conduct is unacceptable, Activate Outdoors may, without the need to give reasons, ask for them to leave the event. Circumstances in which this might occur include (without limitation): disorderly, inappropriate or abusive conduct; intoxication. In such circumstances the client will not be entitled to a refund of monies and Activate Outdoors will not be liable for any losses so resulting.

5. COMPLAINTS

- 5.1. In the unlikely event that a client has cause for complaint about an Activate Outdoors event, the complaint should be made to a representative of Activate Outdoors during the visit, in order that corrective action can, if necessary, be taken. The client acknowledges that it is unreasonable to take no action during an event but to complain later. However, should a problem not be resolved during the event, complaint should be made in writing within 28 days of the event.

6. FUTURE COMPETENCE

- 6.1. It is not intended that any instruction provided to any client while on an event will in any way qualify them to participate in the activities at a later date or instruct any third party and no warranty is made to that effect. Activate Outdoors hereby excludes any liability it might have to any participant or third party in respect of any loss or damage suffered or incurred by that participant or third party in its reliance on any skills taught by any client(s) on the basis of having attended any event.

7. CHANGES TO THESE CONDITIONS

- 7.1. Activate Outdoors reserves the right to update the Terms and Conditions at any time, without notice. In this instance Customers will be given the right to accept the new terms and conditions or to cancel their booking with a full refund.