

Its great news that you have chosen to make a booking with Active Nation. Before you start, there are a few guidelines listed below which will help to ensure your booking runs smoothly. Please read through these carefully and if there are any areas you would like to discuss further then please let us know.

1. BOOKING

- All activities need to be pre-booked (unless otherwise stated) and bookings can be made by telephone, email, in person or online.
- Bookings are only considered confirmed when Active Nation is in receipt of payment in full or, for recognised groups, when in receipt of an official purchase order.
- Active Nation will issue a receipt upon request. The Centre reserves the right to decline any booking at its discretion.

2. PAYMENT & FEES

- All Activity fees are inclusive of VAT (where this is chargeable) unless otherwise stated.
- Payment can be made with use of major credit and debit cards OR via bank transfer. Cash & Personal cheques are not accepted.
- Invoiced payment must be made within the time specified on the invoice normally prior to booking commencement date.
- The Customer is responsible confirming the group numbers at least 14 days before the Activity.
- Active Nation reserves the right to review its pricing at any time.
- Active Nation reserves the right to withhold without limitation certificates, qualifications or similar until full payment of the Activity charge is received.
- All areas shall be left in the state they were found prior to the booking. If any additional cleaning, waste removal or repairs are necessary beyond what is reasonably expected for normal business additional charges are payable within 14 days.

3. PAYMENTS & FEES CHANGES, CANCELLATIONS, TRANSFERS & REFUNDS

- Cancellation of a booking must be made in writing. For cancellations with less than 24 hours notice, please contact the Centre direct by phone.
- If the cancellation date is over 28 days prior to the activity commencement date, alternative dates OR course credit will be offered. For some cancellations an administration fee may be charged.
- Cancellations within 28 days are charged at the full rate and non refundable.
- Activities operate in all weather conditions. Active Nation will use reasonable endeavours to ensure activities take place. However, Active Nation reserves the right to change an activity due to adverse weather conditions, safety risks or numbers fail to reach a viable minimum.
- Should Active Nation be unable to fulfil a booking, every effort will be made to give at least 24 hours notice and reschedule the activity.
- Active Nation, at its discretion, can cancel a booking and refuse to allow participation on the grounds of age, ill health, inexperience, and suspected influence of alcohol or drugs, irresponsible or abusive behaviour or any reason that may affect the safety of any person. Where such circumstances occur Active Nation will not be liable to pay a refund, expenses or compensation.

- For transfers onto another Activity or date, a decision will be made on an individual basis. Active Nation may at its absolute discretion agree to a request to transfer between Activities and where it does so may require payment of any additional Activity charge as appropriate.
- Requests to change group size numbers must be submitted at least 14 days prior to Activity commencement date. Active Nation will inform the Customer of its acceptance or rejection. Additional numbers will be charged at the price at the time of original booking. For a reduction in numbers the Active Nation reserves the right at its own discretion to charge for the number previously confirmed. If the number is not confirmed at the start of the course the number stated on the confirmation of booking will be charged.

4. SAFETY, RULES & RESPONSIBILITIES

- All Customers shall listen carefully to and follow the instructions of Active Nation staff and abide by any particular rules for carrying out of an Activity and shall not interfere with the enjoyment of other Customers whether taking part in the same or another Activity.
- Customers participating must expect activity to be physically demanding. Although prior experience is not always necessary an adequate level of fitness is required. For water activities the Customer must be water confident.
- All Customers are required to complete and sign a participation questionnaire prior to attending a course/activity. The Customer must declare any previous injuries or surgery and details of any current medical prescriptions. Any change in medical circumstances occurring between the time of declaration and the commencement of course/activity must be reported to the Centre. Failure to complete the declaration will result customers not being able to participate in activities.
- Active Nation supplies participation consent forms for all participants less than 18 years of age for their Parent(s)/Guardian(s) to complete. No participation can be granted unless this form is completed and received.
- The decisions of Active Nation staff are made with your safety in mind. No disruptive or abusive behaviour will be tolerated and in such instant, your activity will be declined without refund.

- All activity group sizes are generated based on a staff: participant ratio. Group leaders are included in this ratio.

5. RESIDENTIALS

- All pastoral care is the responsibility of teachers or leaders for the entire duration of your stay, unless otherwise stated.
- No alcohol is permitted during overnight stays. We also do not allow inebriated customers on site.
- All camping areas must be returned to their original state, found on arrival. This extends to all kitchen & classroom areas and must be cleaned before departure time.
- Gates will be closed by Active Nation staff at 9:30pm. No unauthorised guests will be allowed on site after this time. Should you need to open the gates after this time, you must speak with the staff member available on site.
- Any damages to equipment will be chargeable to the customer and will have to be paid within 14 days.
- Active Nation reserves the right to allow multiple bookings for other site users. This will be facilitated by the duty staff on site.

6. OTHER THINGS YOU MAY NEED TO KNOW

- Active Nation shall inform Customers prior to booking of any prerequisites of participation by the Customer in the Activity which may include without limitation the holding of particular qualifications or particular fitness levels or being of a certain minimum age.
- All courses are non-residential unless otherwise stated. The Centre can provide an accommodation list on request.
- Active Nation may remove and store any property left by a Customer after the completion of the Activity. If after receiving notice, the Customer fails to collect the property within 7 days, Active Nation may dispose of the property without further notice.
- Active Nation does not accept responsibility for the loss or damage to property on the premises, nor do Active Nation accept responsibility for illness, injury or death on the premises, unless caused by our own negligence.
- Personal information requested by Active Nation at the time of booking will be held securely and not divulged to any other parties. Information supplied by the Customer may be used for future correspondence about offers either by post, text, phone call or email.

- Smoking is not permitted inside or on the grounds of any Active Nation facility.
- The use of photographic or video equipment is not permitted within changing rooms or toilets.
- Relevant UK law shall apply to these terms and conditions and the relevant courts of the UK shall have exclusive jurisdiction to deal with any disputes arising in relation to it.
- Participation in adventurous activities entails some risk of injury. All staff employed by Active Nation are trained and appropriately qualified to run activity sessions and will at all times proceed in a manner to limit the risk of injury. However, customers need to accept that accidents and injuries can happen.

7. FEEDBACK & COMPLAINTS

- Active Nation always welcomes feedback from Customers. Each Centre issues a supporter feedback form and these forms are checked at the end of each course.
- All complaints are dealt with in accordance with Active Nation's Complaints procedure.