

These are the terms and conditions you agreed to when booking your trip:

### **CANCELLATIONS:**

Unfortunately because we still have to pay instructors we cannot refund any cancellations. If you need to cancel please get in touch immediately and we may be able to sell your place to somebody else (in which case we will issue a refund); sooner is better! We do our best to be as accommodative as possible and we can usually resolve any problems if you have any.

In the unusual event that we have to cancel due dangerous weather conditions (very rare), we will offer an alternative activity/ date or voucher. Unfavourable weather conditions (eg rain for climbing / kayaking) also sometimes means we may offer the option of an alternative activity or time, although no refund will be given in this circumstance if you decide against it.

### **TIME / DATE ALTERATIONS:**

If you booked the wrong time or date, or your plans have change please let us know at the first available opportunity. The sooner you notify us, the more chance we have of resolving any issues. If there's space, we may be able to move your booking to an alternative time or date if required.

### **SINGLE TICKETS & MINIMUM COST OF A TRIP:**

Whilst we will accept single bookings, the minimum charge for a trip to run is £160 (not including any booking fees/ extras); this minimum charge does not apply to groups of more than 2 because the total cost will cover the minimum charge. We welcome single person bookings at the standard rate if a trip is already running (with other participants booked on). If your trip looks like it's not going to meet the minimum cost we will be in touch and if you'd like to continue with the booking (it will be a private trip), you can bring the balance in cash on the day. Alternatively we may be able to move your booking to a slot that already has others booked on.

### **ACTIVITY LOCATIONS/ MEETING POINTS:**

Each different activity has a specific activity location site. This information is only emailed to you once you've booked. Please check the INFORMATION SHEET PDF attached to your booking confirmation and if you are not sure on where to meet then please contact us. These vary and are approximately as follows (but may differ!) Canyon/ Xtreme / Gorge / Kayaking; Maentwrog. Rock Climbing; Barmouth / Bleanau / Llanberis / Cowny. **DO NOT visit the business address near Felinheli. OUR OFFICE IS STRICTLY PRIVATE, NO PUBLIC ACCESS!**

### **LATE BOOKINGS:**

If you've booked last minute e.g. 48hrs or less before your trip, you'll need to personally phone us to confirm that we have both received your booking and that an instructor is available and booked to run your trip. If it's very short notice, we won't necessarily be running a trip so please phone or WhatsApp us immediately.

### **HEIGHTS AND WEIGHTS:**

PLEASE e-mail us with everyone's age, gender, height, weight and clothes size at least 48hrs before the activity! The sooner the better.

**UNDER 18s:**

Children must be accompanied by a paying/ participating parent or legal guardian.

**ACKNOWLEDGEMENT OF RISK FORM**

Please make sure that everyone in the group has signed the online 'Acknowledgement of Risk' form. Parents must sign for under 18s. This must be completed at least 24hrs before your activity. It cannot be completed when you arrive, and you cannot take part unless the form has been signed. You will not be covered by our insurance. Refunds will not be issued if you've forgotten. Find the link below:

<https://forms.gle/Duk7K1DhqgoNZThU9>

**CLOTHING REQUIREMENTS:**

Please read the information sheets provided for each activity.

**COVID-19:**

If you or a close relative develops Covid-19 in the days prior to a trip with us please get in touch ASAP. So long as you can provide proof of infection (eg a positive PCR test) we can rearrange the date or convert your booking to a voucher for future use.

**IMPORTANT:**

**ALCOHOL AND DRUGS ARE NOT PERMITTED ON SITE AND ANYONE UNDER THE INFLUENCE OF EITHER WILL NOT BE ALLOWED TO TAKE PART IN ACTIVITIES AND NO REFUND WILL BE GIVEN.**