

# Lupine Adventure Co-op: Booking conditions: Group activity programmes

In order to secure your booking of Lupine's services your organisation will need to pay the full invoice by at the latest 6 weeks before our delivery of each programme element. We prefer payment by bank transfer and our account details will be in the invoice that we send you. If you would prefer to send a cheque you can send it to the address on the invoice.

## **1 Cancellations by a client**

At Lupine we run a wide range of activity programmes costing from a couple of hundred to tens of thousands of pounds. Some of these activity programmes require a large amount of administration and planning well before they takes place. We have devised a cancellation policy to reflect that this work has taken place in the event of a client cancellation. We value the support of our clients and will always seek to minimise the costs of cancellation to you.

As the planned activity programme date comes closer the number of pre-incurred costs such as pre-paid transport costs, venue hire and freelancer cancellation fees increases.

Cancellations made by a client more than 6 weeks in advance of the activity programme date will incur a cancellation fee to cover costs incurred of up to a maximum of 10% of the full programme cost.

Cancellations made less than 6 weeks in advance will incur a cancellation fee to cover costs incurred by us of up to the full programme cost.

For the purposes of this document the re-scheduling (postponement) of an activity is no different to a cancellation.

## **2 Cancellations by Lupine Adventure Co-op**

Lupine Adventure Co-operative reserve the right to cancel activities at our discretion. In the unlikely event that we cancel a programme of events we will work with you to attempt to find you a suitable replacement and if this is not possible we will refund £100% of what you have paid Lupine. However, Lupine Adventure cannot be held responsible for any other loss that you may have incurred due to cancellation of your course. You are advised to take out activity insurance if you wish to be covered for this potential loss.

## **3 Cancellations outside of control of the client or Lupine Adventure Co-op**

In the event that your programme of activities are cancelled due to events such as natural disasters, extreme weather or government directive there may be a cancellation fee to cover costs incurred by us which may, in extraordinary circumstances, be up to the full programme cost. However, We value the support of our clients and will always seek to minimise the costs of cancellation to you. You are advised to take out activity insurance if you wish to be covered for this potential loss.

## **4 Safety on your activity programme**

All Lupine instructors are suitably qualified, experienced and will hold a current First Aid qualification. They will ensure that appropriate equipment is used on the activity.

All activity programmes that are delivered by Lupine Adventure are risk assessed with a view to minimising risks to an acceptably low level. However some activities such as rock climbing, caving, scrambling and hill walking are not without a degree of risk at their heart. Lupine Adventure Co-operative cannot be held responsible for circumstances outside of our control and participation is at the risk of the client.

Adult participants in our activity programmes are required to fill in a medical declaration form prior to the activity commencing. They must inform us of any known medical conditions that may affect you during your activity.

All participants must be properly equipped for the day's activity. We have kit lists for all activity programmes that we deliver and we will supply these to you as required. Lupine Adventure hold a large amount of kit that can be used by participants if arranged in advance.

If the Lupine instructor has serious reservations about the suitability of a participants personal equipment or clothing they will attempt to rectify the situation. If it is not possible to rectify the situation they may have to modify the activity or may refuse to take some or all of a group on the activity. There will be no monies refunded under those circumstances.

## **5 Under 18's**

People under 18 are welcome on all of our activities. They will need to have a medical declaration form filled in by a parent or legal guardian and consent given for the activity. As the law stands, to work with young people on some adventurous activities without a parent or guardian present requires a license (known as an AALA license) from the Health and Safety Executive. We currently hold an AALA licence for rock climbing (including abseiling), trekking (hill walking & mountaineering in summer conditions) and caving. Our AALA licence does not extend to winter walking. We can take under young people winter walking but we require their parent or guardian to be present at all times during the activity.