

# Lupine Adventure Co-op Booking conditions: Individuals

In order to secure your place on an activity you will have to complete a booking form and pay the activity fee. We prefer to receive payment by bank transfer and we will email you our bank details upon receipt of your booking form. Alternatively card payments can be arranged through PayPal.

## **1 Cancellations by an individual**

If you cancel your booking on an activity more than 6 weeks in advance of the event date there will be a cancellation fee to cover costs incurred of between £25 and £100.

Cancellations made less than 6 weeks in advance will incur a cancellation fee to cover costs incurred of between £25 and the full activity fee.

We value the support of our clients and will always seek to minimise the costs of cancellation to you.

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. If we are forced to do so we will work with you to attempt to find you a suitable replacement date. If this is not possible we will refund the full activity fee. However, Lupine Adventure cannot be held responsible for any other loss that you may have incurred due to cancellation of your activity. You are advised to take out activity insurance if you wish to be covered for this potential loss.

We often have minimum numbers to satisfy on courses. Please do not book transport or accommodation until you have confirmed that we have filled the required number of spaces and that the course is definitely going ahead.

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

In the event that your activity is 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**

The Lupine instructor running your activity will be suitably qualified, experienced and will hold a current First Aid qualification. They will ensure that appropriate equipment is used on the activity. Your activity will have been risk assessed by Lupine Adventure with a view to minimising any 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.

You will be required to fill in a medical declaration form prior to the activity commencing. You must inform us of any known medical conditions that may affect you during your activity.

Participants are often required to bring personal equipment and clothing on an activity. Some of this will be essential safety equipment. You will be emailed an equipment list in advance of your course. Please feel free to discuss equipment concerns with us prior to your event, we will happily advise on purchases or bring spares that we hold if required. If the Lupine instructor has serious reservations about the suitability of your 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 you 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.