



Terms & Conditions

*Thank you very much for making a booking with us, we look forward to your visit.
Please contact us if you require further information or clarification of any of the terms and conditions below.*

Making and Finalising a booking

We endeavour to answer all correspondence within 24 hours, although this cannot be guaranteed. The requirements of a booking will be discussed at the time of enquiry/booking. These requirements include deadline dates for confirmation, deposits, final balances, food orders, disclaimers etc.

- If an agreement is made to provisionally hold a booking space it will need to be confirmed by the confirmation date given. **If it's not confirmed in time spaces will no longer be held.**
- All payment deadlines need to be met and all required information submitted in order to finalise a booking. **If the booking isn't completely finalised, we may not be able to cater for it on the day.**

Pricing

Activity prices can sometimes vary from those on our website with bespoke prices given on occasion and will be confirmed when the booking is being made. **Prices can be affected if there is a change to the size of the group or booking elements.**

Payments

Can be made by cash, debit card or bank transfer. Only corporate/business clients can pay by corporate credit card (with a 2% card charge added). All pre-payments for activities are held safely in a Trustee/Clients account until the day of the booking.

- **If a deposit or final payment is not received by the deadline date given the booking will not be confirmed and the activity spaces will be released back to general sale.**
- Deposits are usually a set amount per person. **Regardless of how many initially enquire, we can only reserve activity spaces for deposits we receive.**

Account Customers

Customers who go on account – local authorities, charities, local businesses etc – need to confirm bookings in advance by supplying an official Purchase Order and an invoice will be sent after the event has taken place. **The agreed amount/number of people on the Purchase Order will be invoiced, regardless if less attend.**

Paying on the day

Payment on the day is sometimes agreed for small bookings. To confirm these bookings in advance we ask for card details to hold against the booking. A cancellation fee will be charged to the card for anyone that doesn't arrive for their booking. (If the booking is for 6 people but only 4 arrive on the day – a 2x person cancellation fee will be charged to the card). If we have agreed a final balance payment on the day the full balance will be payable, regardless if less attended. We cannot take card payments on the day; activity instructors have no access to a card machine as our office is elsewhere. Cash only is required on the day.

Changing the booking

Before the final balance deadline, a request to change the number of people on the booking or the activity type can be made - if we have enough notice and can accommodate the change. **If less people than booked attend on the day the same original payment is due.**

Changes made by us

On rare occasions we may need to cancel or make changes to a booking (for extreme weather conditions for example). If this happens, we will always attempt to offer suitable alternatives. As previously mentioned, a booking may also be cancelled if it's not finalised with payments or information required.

Cancelling and Refunds

Cancellations made with more than 4 weeks notice can be put on hold to be arranged for a later date or receive a refund of 70% of the total booking cost. Refunds for cancellations with less than 4 weeks notice cannot be made.

Disclaimers

Participants must complete disclaimer forms before taking part in activities. These are included in confirmation emails or completed on arrival. Under 16's will need an adult to help and confirm they have understood the disclaimer.

Group Bookings

The person who makes a group booking will be the group leader. The group leader must:

- pass on all relevant information to the rest of the group.
- collect payments from the rest of the group and send the full payment to us.

Groups may be split into smaller groups for activities on the day if instructors deem it necessary.

Agencies

Agencies are responsible for passing on all the relevant information to their clients on our behalf and to check any prerequisites like medical conditions that we need to be aware of in advance. Agencies must instruct their clients on how hard we can be to find and pass on our detailed directions. It is highly recommended that agencies note on confirmations to clients that hired transport is best arranged with us, or advised by us, in advance of their visit. With the nature of the access to our farm not all local transport will be suitable and public transport is not an option. Not arranging transport in advance usually causes problems or delays on the day and, again, a chance of missing the activity. Agency bookings are made by email and updates on changes to the numbers participating is required with 4 weeks' notice. Payment by BACS 2 weeks before the booking date is required.

Gift Vouchers

Gift Vouchers purchased are valid for 1 year unless otherwise stated. Only vouchers issued by us can be redeemed at our centre. Vouchers can be exchanged for another activity on occasion.

Health/Medical Conditions

Participants with any medical conditions must inform us at the time of enquiry and on disclaimer forms in advance of the booking. We may need to make extra checks or involve extra staff/equipment to be able to cater for the booking. **If we are unaware of a medical condition or additional requirements, we may not be able to provide the activity on the day and refunds will not be issued.** Always seek own GP's advice in advance of taking part. Pregnant ladies are not advised to take part in any activity.

Safety on Activities

Activities can be dangerous, and accidents can happen. We will take reasonable steps to ensure safety on activities, but we cannot be held liable for participants own actions. Making a booking with us means agreeing to take part in the activity at participants own risk with an understanding that anyone can opt out of the activity at any time. Safety instructions must be followed, and instructors informed of any difficulty's during or after the activity. Instructors will assess abilities and decide how to run a session, which can vary from group to group. If instructors feel participants are becoming tired or losing concentration, they may bring the activity to an earlier finish. **The group will be assessed as a whole, and the session run to suit the group. Sometimes we will have to split the group for activities based on abilities. Close contact with instructors is necessary on times.**

Insurance/Accidents

We have £10million Public Liability cover insurance. The industry norm is £5million but we prefer to provide extra cover to our clients. Public Liability insurance ensures cover for any negligence on our part during an activity. **It does not cover participants negligence, e.g. not following safety instructions.**

Visitors from other countries

All our activities are delivered in English. Foreign visitors must ensure at least one person present can translate information clearly to the rest of the group.

What is included/What to bring

In confirmation we outline what will be provided for each activity and what will need to be brought by participants. Activities can vary in length, so any times given are a guide only. The recommended clothing is to be worn; participants need to prepare for being outdoors the whole time. Valuables should not be brought; they are easily lost on activities. We have limited storage space and clothing left on site will be destroyed – so much gets left here that we cannot store it. Please call straight away if something has been left.

Arrival times/Location

Clients are required to arrive a minimum of 15mins before their activity time to book in. **If late arriving it could result in missing some or all the activity.** We are a farm on a mountain with narrow access – a postcode in a Satnav will not work. Participants need to check out the detailed directions on our website or in confirmation emails before travelling to us and allow plenty of time. There are no public transport options to our centre. Not all activities take place on site – when alternative locations are used directions are outlined in confirmation.

Transport

If not driving to our site it is highly recommend hiring local transport. However, with our narrow access not all local companies can drive up to our centre, but we link with very affordable drivers who can. **Transport needs to be organised in advance; it is not possible to arrange transport at short notice.**

Food/Drink

We recommend a drink is brought on the day. **No alcohol is to be consumed before/during activities.** There is no food or drink available to purchase from our centre but there is an outdoor café based here and a local pub which can be pre-arranged.

The Weather

We run activities that can operate in almost any weather and we are an all year-round centre. If we close our centre due to extreme weather all bookings will be notified as soon as possible, and alternative dates offered.

Behaviour

If an individual's behaviour is deemed inappropriate while on site or on activities the booking will be cancelled, and no refunds issued. Participants cannot take part in activities if under the influence of alcohol/drugs. All members of the booking will be held jointly liable for such behaviour and the whole booking ended by us. If a participant causes damage to any property during the visit, as a result of bad behaviour, they will be liable for the cost and any legal costs in pursuing a claim.

Exclusivity/Sharing activities with other clients

Activities cannot be run exclusively all the time and other clients may take part in the same session. Where possible we will try to join similar ability clients together.

Spectators

Only participants or accompanying adults with children should visit. We are a working farm with limited parking with uneven ground which may not be suitable for everyone.

Facilities on site

We have very basic facilities, but adrenaline filled activities! There are 2 toilets and a wash basin with a few hose pipes dotted around (even a warm one for the muddy assault course customers!) and some rooms to use to change if required. Some lockers are also available.

Parking

We have free parking available, but it is limited, car sharing as much as possible is needed. **NEVER** park on the grass unless directed to do so. Cars are left at own risk.

Bringing your own equipment

Bringing own safety equipment such as helmets, boots, gloves etc is recommended. Own activity equipment such as guns or quad bikes cannot be brought. Anything brought needs to be to a British quality standard and in good condition.

Images

Images help to sell our business on our website, brochures and marketing materials. We may take images of participants whilst on activities and CCTV is used on site. Customers can request images not to be used by informing staff.

Data Protection

As a small family business, we try to collect and store as little information as possible. Any information we collect we do so in accordance with the Data Protection Regulations.

**Thank you for taking the time to read through this!
Let us know if you have any questions or queries about your visit!**

**Taff Valley Activity Centre
Tel: 02920 831658
info@taffvalley.co.uk**