

Adelong Outdoor Education

Terms and Conditions



Payment for your Booking-

- A 50% deposit will be made for all activities upon booking
- The final balance for the booking will be due two weeks prior to the activity date
- If your activity is booked two weeks or less prior to the activity date, full payment will be required upon booking
- Cheques can be made payable to 'Adelong Outdoor Education'
- Your booking will be confirmed by email or post

The Booking-

- If the balance is not received as per the above we reserve the right to treat bookings as cancelled and will retain the deposit paid
- The group (group bookings) may make changes to the numbers up to two weeks prior to the activity. If the numbers change during the week before the activity commences the group will be charged for the total numbers stated on the booking form
- If you cancel six weeks or more prior to the activity you will be re-imbursed with your deposit
- If you cancel between two and six weeks prior to your activity we will retain the deposit
- If you cancel two weeks or less prior to the activity we will require full payment for the booking made

Weather and Environmental Conditions-

We are an all weather outdoor education provider and most of our activities will take place regardless of the weather. In the unlikely event that we need to cancel an activity due to the weather or environmental conditions being unsuitable/unsafe we will-

- Do our best to offer an alternative activity
- Do our best to offer an alternative date
- Will refund all monies if we cannot do the above

We may at times need to make minor amendments to the programme/activity including the venue or timings to suit prevailing conditions, if we need to do this we will-

- inform you as soon as we can with any amended details
- You will have the option to change activity if you wish

Responsibilities-

Adelong takes the safety of its clients and instructors very seriously and have very high standards for both quality and safety. In the interests of safety you agree to follow the advice of your instructor at all times and act with caution and care at all times. Instructors reserve the right not to complete an activity with clients who may be deemed to be under the influence of drugs or alcohol or otherwise unfit to participate in the activity.

Liability-

Adelong courses take place in the outdoors, by their nature outdoor activities do contain some element of risk. Whilst all reasonable precautions are taken to minimise risk, clients accept that accidents including serious injury and death can occur without Adelong being at fault. Adelong will only accept liability for physical injury to a client that is shown to be a result from negligence on the part of Adelong Outdoor Education.

Insurance-

Adelong Outdoor Education is covered to a level of 5,000,000 for public liability.

Complaints-

In the unlikely event that a client has cause for complaint, the complaint should be made at the time, to the Adelong instructor or representative. If the problem is not resolved a complaint should be made in writing to Adelong Outdoor Education.