

Outlook Adventures

Terms & Conditions

1. Booking

1.1 Provisional bookings can be made by telephone, email or website inquiry but these cannot be guaranteed without a completed bookings form and deposit.

1.2 The number of participants' must not exceed the agreed number declared on the bookings form, without gaining prior consent.

2. Fees

2.1 Bookings require a 25% non-refundable deposit to confirm the booking alongside a completed copy of the Outlook Adventures booking form.

2.2 For programmes and accommodation bookings which are to be invoiced to a company, a Purchase Order for the full amount must be received by Outlook Adventures prior to confirmation.

2.3 All balance payments for course, equipment and accommodation bookings must be made 6 weeks prior to the intended arrival date.

2.4 All amendments to bookings must be in notified writing and may be subject to an administration fee of £35.

2.5 Whilst we are aware that accidents happen, it is our policy to charge for damage incurred to Outlook Adventures property.

2.6 All of the activities provided by Outlook Adventures are insured for public liability but It is recommended that clients take out suitable insurance to cover personal liability in the event of cancellation due to illness etc.

3. Cancellation by client

3.1 Deposits are non-refundable.

3.2 Cancellations made with more than 6 weeks prior to the date of your event will be liable for the Deposit fee.

3.3 Cancellations made with fewer than 6 weeks to the start date of your event will be liable for 50% of the full fee.

3.4 Cancellations made with fewer than 4 weeks to the start date of your event will be liable for 100% of the full fee.

4. Cancellation by Outlook Adventures

4.1 Outlook Adventures will endeavor to run all courses as planned. However for operational reasons we may have to cancel/amend your booking.

4.2 In the event of cancellation of any booking by Outlook Adventures clients will be offered either a full refund of the fee paid to Outlook Adventures or a transfer to any other course/date

5. General

5.1 All course participants must complete and return a consent form at least 14 days prior to the course start date.

5.2 For U18's the participation form must be completed and returned by a parent or guardian at least 14 days prior to the course start date or they will not be able to attend.

5.3 All course participants are strongly advised to take out appropriate cancellation, curtailment and accident insurance.

5.4 Unless specifically agreed, the organiser of a booking involving U18's is fully responsible for those persons at all times including overnights.

6. Data protection

6.1 Outlook Adventures shall (and shall procure that any of its staff involved in the provision of this Contract) comply with all obligations under the Data Protection Act 1998 (“**DPA**”). In particular data shall be obtained, processed and held in accordance with the DPA.

6.2 By providing personal data to Outlook Adventures you consent to it being processed, used and held by us in accordance with the DPA.

6.3 You consent to Outlook Adventures using your information to occasionally contact you for marketing purposes by telephone or email. We will not give out your details to external parties that are not linked to Outlook Adventures.