

1. Standard group bookings (made over 7 days in advance)

- a. Deposits may be made by any credit or debit card (with the exception of American Express), cheque or cash. For registered companies, schools and other government bodies an arrangement may be made for a Purchase Order to be used as acceptance of the fees and terms.
- b. Minimum payment for group bookings is to be made as follows:
 1. 8-14 days in advance of booking: **full payment**
 2. 15 or more days in advance of booking: **a non refundable 50% deposit**
- c. The balance will be payable by the date stated on the invoice. If it is due to be paid on the day of an activity, it is to be paid prior to the start of the 1st session.
- d. We do not normally send out reminders and you are responsible for making payment by the date shown on the invoice. Please note that cancellation charges may apply as described below.

2. Short notice bookings (Within 7 days of activity)

- a. Full payment required at time of booking, current price scheme applicable.
- b. No refunds will be issued for no shows or cancellations.
- c. Activities may be altered if we can accommodate it, must be rearranged at least 48 hours in advance.

3. Changes by You

- a. If you need to alter, amend or add to any aspect of your visit our staff will do their utmost to assist you.
- b. Changes may be made without additional charges if made at least 2 weeks prior to the visit.
- c. No credit will normally be given for changes to the booking, made within 2 weeks of the visit.
- d. If you need to cancel your visit or any part of your booking you should notify us as early as possible. Cancellation charges as detailed below will apply from the date of receipt of your notification.

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| Within 7 days of visit | 100% of total booking fee |
| 8 days + of visit | 50% of total fee (deposit retained) |

4. Prices

- a. All prices on brochures and other promotional material were based upon costs as known at the time of issue. Surcharges may be imposed if the cost of services such as contract catering increases. If any increase amounts to more than 10% of the cost of the visit, then you are entitled to cancel your booking. All monies will be returned providing you notify us of your intention to cancel within 14 days of our issuing the revised invoice.
- b. If an invoice reminder is sent due to non payment, then a £15 administration charge will be added to the invoice total.

5. Medical Conditions or Disabilities

- a. Any medical conditions or disabilities, which could affect the participant's involvement in the activity, must be declared to the Centre or session coach, as appropriate. Centre staff will not be able to administer any medication unless written instructions from parents/guardians have been received and agreed to.
- b. City Skylines Aerial Adventure - Participants will be asked about any medical conditions or illness they may suffer from before the activity. Participants taking medications for heart problems or have a history of heart problems must not use the ropes course. Participants who suffer from Asthma must keep their inhalers with them at all times.
- c. Participants over 16 stone (fully clothed) must not participate in the Powerfan activity. This must be noted on the consent forms available from LOPC at time of activity. These forms are to be handed over to the LOPC instructor prior to activity starting. These forms are for medical screening only and can be destroyed after the event if you wish.

6. Our Commitment to You

- a. The allocation of activities is subject to availability. Where possible we shall try to accommodate your preferences.
- b. Whilst we try not to make any changes we reserve the right to change facilities, activities and brochure details both before and after your booking has been confirmed. In most cases changes will not significantly affect your visit and you will be notified in advance where possible.
- c. In the case of courses, activity days and other individual bookings we occasionally have to cancel the booking. Usually this is for reasons outside our control such as an insufficient number of people booking the chosen course or activity session or inappropriate weather. In such circumstances you will have a choice of receiving a full refund or making an alternative booking. If the alternative is more expensive, we will ask you to fund the difference. If the alternative is less expensive, we will refund the difference.

7. Liability

- a. Unless specifically stated we cannot accept liability or pay compensation where our delivery or performance is prevented by any event, which we could not, even with all due care, foresee or avoid. Such events may include adverse weather, fire, flooding or other similar events outside our control.

8. Consent and Responsibility for Young People (under 18years)

- a. It is the responsibility of party leaders to acquire parental consent for young people in order for them to take part in activities.
- b. LOPC staff accepts the responsibility for the safety of the young people only whilst participating in instructed activity sessions. Anyone who refuses to accept instructions or participate in the activity will automatically become the responsibility of the accompanying adults. We expect a responsible adult to remain on site with the group for the duration of the visit and if necessary, to also take part in the activity.
- c. An LOPC consent form must be completed for all participants. Under 18's must have either parental consent or, in the case of schools/youth groups, party leader consent in *loco parentis*.

9. Accidents

- a. Adventurous Activities by nature carry an element of risk of injury or death. All persons that agree to take part in activities at the centre do so at acceptance of that risk. It is the responsibility of the party leader to ensure that all members of the party understand and accept the risks involved and that, in the case of young people, parental permission has been obtained.
- b. We accept responsibility should you or any member of your party suffer death, personal injury or illness because of our negligence or the negligence of our employees, agents, suppliers or sub-contractors (providing they are working as specifically instructed by us). This acceptance of responsibility, however, is subject to all of our booking conditions.
- c. We cannot accept liability where the death, personal injury or illness was due to the act(s) and/or omission(s) of the person(s) affected or where we, or the supplier of the services in question, could not have foreseen an event or avoided it even with all due care.

10. Insurance

- a. We have Third Party Liability insurance of £5 million. We do not provide insurance for personal accident, loss or damage to personal property or for cancellation. You are required to provide your own insurance for these events.

11. Site Rules

- a. Whilst we want all of our customers to enjoy their visit, the person making the booking is responsible for their own actions and the actions of the other members of the party and the effect that these may have on others. You must ensure that your party is made aware of and abides by the site rules and regulations and that reasonable care is taken of the accommodation, facilities and equipment. We reserve the right to seek damages from you if our property is damaged.
- b. If the behaviour of any member of your party is found to cause danger or distress to other customers or anyone else, or if they wilfully cause damage, they, or your group may be asked to leave the site. In such circumstances we will not be liable for reimbursing the cost of your visit or contributing to any expenses you may incur in making alternative arrangements. We cannot be held responsible if you suffer loss or damage as a consequence of failing to take reasonable precautions for you and your party.
- c. Smoking, Alcohol and Illegal Substances. In the interests of safety, we have a policy of no smoking in any building, tent or activity area. People under 18 years of age are not permitted to smoke on site. Adults may smoke in the designated area. They must be out of view of other client groups. No person will be permitted to take part in activities if we are of the opinion that the person is under the influence of alcohol or an illegal substance. Consumption of alcohol on site is allowed at our discretion. We do not, however, expect people under the age of 18 to be given access to alcohol. Illegal substances are not allowed on site.

12. Feedback

- a. We ask all groups using the Centre to complete a feedback form about their visit. This can be completed anonymously if you wish. If you have any reason to complain during your visit please inform the office, who will endeavour to help you. You can also complete a complaints form and either hand it in at reception or send it to us, marked FAO Management within 28 days of the end of your visit. Failure to follow this procedure may prevent a full investigation of the points that you raise. We cannot, therefore, accept liability for any complaint or claim that is not reported in accordance with this procedure unless the complaint or claim involved death, personal injury or serious illness requiring hospital treatment.

13. Lost Property

- a. Valuables and small items will be kept for a maximum of 4 weeks and if not claimed will be disposed of. We regret that due to the volume of clothing that gets left on site, all items of clothing are disposed of after 2 weeks.