

New Forest Activities Booking Centre - Terms and Conditions

Liquid Logistics is a brand name of New Forest Activities Booking Centre Ltd.

These terms and conditions apply in place of and prevail over any terms and conditions contained or referred to in any communication from the customer or implied by custom or practice. Other terms and conditions are expressly rejected by New Forest Activities Booking Centre Limited.

General Bookings

- The contract shall be formed when New forest Activities Booking Centre Ltd. acknowledge acceptance of the customers booking and have received the required payment.
- Participation in adventurous activities entails some risk of injury. All staff employed to run activities for New Forest Activities Booking Centre Ltd. are trained and appropriately qualified to run activity sessions and act in order to limit the risk of injury. Participants must however acknowledge the inherent risks and act in their own best interests
- Any customer under the age of 18 years must have the explicit permission of his/her parent or guardian before being able to take part in any activity/course offered by New Forest Activities Booking Centre Ltd. The parent or guardian need to be aware and accept the risks involved in adventure activities and satisfy them accordingly.
- All bookings are on the basis that the customer will, at all times, observe the safety regulations set by the Activity provider.
- All information is produced in good faith that it is accurate at the time of going to press.

Courses & individual bookings

- Group bookings of less than eight must confirm their activities by full payment.
- Places on advertised paddle sport courses and coaching awards will be confirmed by New Forest Activities Booking Centre Ltd. on receiving full payment.
- On line bookings are subject to availability and confirmed on receipt of information pack only.

Group Bookings & Residential Group Bookings

- A party of eight or more individuals will constitute a group booking and will be subject to the following terms.
- Provisional bookings must be confirmed by payment of a 50% non-refundable deposit.
- Full payment is required 2 weeks before the date of activities.
- In the event that the balance is not paid New Forest Activities Booking Centre Ltd. will have the discretion to treat the booking as cancelled by the customer.
- Should a booking be made within 2 weeks of the date of arrival the whole fee is required at the time of booking.

Go Canoeing Bookings

Customers referred to us by Canoe England and the 'Go Canoeing' website will be subject to the following;

By accepting the Terms and Conditions of New Forest Activities you are consenting to your name, date of birth, postcode, gender and email address being passed on to Canoe England, a division of the British Canoe Union, the governing body for canoeing in the UK. This will be used for statistical reporting on Go Canoeing to support with monitoring participation. Personal data will be used only in accordance with the BCUs notification under the Data Protection Act 1998 and in compliance with the Freedom of Information Act 2000. Your contact details will not be passed to third parties without your consent.

All Fees Including Credit Cards

- Cheques should be made payable to "New Forest Activities Booking Centre Ltd" (unless otherwise instructed). Payment should be sent to: New Forest Activities Booking Centre, The Old Forge, Beaulieu, Hampshire. SO42 7YA. Balance payments must be received prior to confirmation as no reminders will be sent.
- The credit/debit cards accepted are: Visa, Mastercard, Switch, Delta & Solo.
- Payments of £100 or more that are paid with a Credit Card will be subject to a 2% surcharge, this charge is in line with our banking fees

Cancellation by the customer

All cancellations must be made by telephone (no answer phone messages will be accepted), in writing and sent either by post or email. New Forest Activities Booking Centre Ltd. will acknowledge a cancellation within 5 days of receiving it. Until

New Forest Activities Booking Centre Ltd.

The Old Forge, Beaulieu, Hants. SO42 7YA
01590 612377 www.newforestactivities.co.uk

the customer has received confirmation the original booking remains valid.

Late arrivals and no shows constitute as a cancellation and will be treated as such. No refunds or re bookings will be given.

The customer will be charged on the following basis:

- Cancellations made with more than 2 weeks' notice can expect a full refund (where activity has been paid by card, cheque or cash). Activities booked by vouchers, Tesco tokens... please contact the booking centre for further information regarding cancelling
- All bookings and courses, 50% of the total fee where cancellation takes place within two weeks (14 days) of the booked date
- All bookings and courses, 75% of the total fee where cancellation takes place within one week (7 days) of the booked date.
- 100% of the total course fee where cancellation takes place on or after the commencement date of the course.
- Changing course or activity dates within 2 weeks of original date booked will result in an administration fee of **£25** being charged.

Cancellation by New Forest Activities Booking Centre Ltd.

Whilst every attempt is made to ensure that courses/activities actually run, New Forest Activities Booking Centre Ltd may at times need to cancel due to dangerous and/or unsuitable conditions for the course/activity. In this circumstance we shall inform the customer as soon as is feasibly possible.

New Forest Activities Booking Centre Ltd. shall notify the customer of cancellation of courses not less than five days prior to the commencement of the course where numbers as a result of either customer(s) cancellation or booked numbers have failed to reach a workable minimum.

In the event of a cancellation by New Forest Activities, customers will be offered the choice of the following options: -

- Full refund of the fee paid; or
- Another booking on a different date.

Photographs

From time to time photographs taken on activities and courses may appear in brochures and promotional material. If customers do not wish to be photographed, please raise this with the course leader at the time.

Dietary Requirements

If you are being catered for any special dietary requirements must be made at the time of booking, New Forest Activities Booking Centre Ltd. cannot accept responsibility for not being able to deliver special dietary needs at short notice.

Safety Regulations

Outdoor adventurous activities take place in varied natural environments where there are natural hazards and risks to manage. Every effort will be made by staff to provide realistic training in a safe manner. Customers participating in courses are expected to comply with all safety guidance and instructions given by the provider of activities and its staff.

Unruly behaviour

Behaviour that disrupts the smooth running of an event may result in the disruptive customer(s) being excluded. Any damage caused to property or equipment as a result of unruly behaviour will be charged for.

No person should be under the influence of alcohol before or during the activities. If a person is found to be under the influence of alcohol it will be the instructor's description whether this person will be able to take part in the activity. No monies will be refunded if the person does not take part.

Personal Property

Property belonging to the customer is at all times the responsibility of the customer unless any loss or damage is due to any negligence by the activity provider.

New Forest Activities Booking Centre Ltd.

The Old Forge, Beaulieu, Hants. SO42 7YA
01590 612377 www.newforestactivities.co.uk