



Booking Conditions

1. Booking and payment

- Bookings are made on the basis that you agree with our of philosophy around benefit / risk; that the agreed programme meets with your consent before its delivery and that participants (or their parents / guardians if participants are under the age of 18) have given informed consent to take part in the agreed programme.
- Bookings are made on the basis of on a 50% non-refundable payment being made to hold the booking with the remaining 50% being payable one month before the event.
- Our charges will be worked out based on the number of participants you have booked, even if fewer participants should attend on the day. Should you wish to increase the number of participants please advise us and we will endeavour to meet your requirements. Please be advised that charges for these additions may apply.
- Provisional bookings will be confirmed by email and an invoice issued.
- The booking will be held for a period of two weeks from the date of the invoice.
- The booking is confirmed upon receipt of the deposit payment.
- Bookings may be amended at any time with no penalty by mutual agreement from both parties. We will always strive to accommodate genuine changes.
- The balance payment must be received one month prior to the event.

2. Cancellation

- If we need to cancel, we will refund you in full. We however cannot be responsible for other costs incurred.
- If you need to cancel, please inform us in writing (email cancellation is accepted). This will take effect from the date we receive notification. A sliding scale of cancellation charges will apply as follows:
 - More than 28 days before the event: deposit payment
 - 28 – 15 days before the event, 75% of the full cost of the programme
 - 14 days or fewer before the event, 100% of the full cost of the programme

You may wish to consider taking out insurance to cover the above charges.

3. Pre-course client requirements

- If your programme is for young people, you or your representative will act in *loco parentis* throughout the programme. You will collect participants' medical information and inform us of any salient points prior to delivery. If your programme is offsite or residential you will provide this information for us. It is your responsibility to ensure that this is complete and accurate. This will be held in confidence and used appropriately.
- If your programme is for adults, individuals are responsible for providing appropriate personal and medical details. These will be held in confidence and used appropriately.



4. Client programme responsibilities

- It is your responsibility to arrive at the time agreed when booking bearing in mind that venues are often reached by country roads where traffic can often be slow.
- You are responsible for the behaviour of yourself and your party. We reserve the right to cease activities in the event of disruptive, dangerous or offensive behaviour. Wilful damage to our equipment will be charged to you.

5. Programme delivery

- High Points and our staff take great pride in providing you with the very best professional service, meeting the needs of our clients and participants. If you are dissatisfied at any time, please inform us immediately. We will do our best to rectify the situation to your satisfaction.
- While High Points takes every reasonable step to safeguard the well-being of participants and the accompanying staff, all outdoors and adventurous activities carry an element of risk by their very nature. All people taking part (or their parents / guardians if participants are under the age of 18) should be aware of this risk and accept the role they play in taking responsibility for their own safety and that of others.
- All High Points staff are qualified, experienced and chosen to meet the needs of your group. We have an excellent safety track record, with Safety Policies and a Risk Assessment process in place. For more information on these please contact us. We hold a license with the Adventure Activity Licensing Authority and are a member of the Institute for Outdoor Learning.
- With proper planning there should not be any unforeseen costs, but on rare occasions they may arise and may be passed on to you.
- We reserve the right to modify activities if weather or environmental conditions become such that they could compromise safety.

6. Photographs

- On occasion, High Points may like to take photographs of our activities which may be used for marketing purposes. This will always be done with prior client consent. Please let us know if you would prefer us not to take / use photos.

7. Insurance

- Our insurance policy covers Professional Indemnity & Public Liability, but we do recommend that you take out Personal Accident Insurance.