



WOMEN GO WILD OUTDOORS BOOKING CONDITIONS

1. Your Contract with Go Wild Outdoors Ltd

Our booking conditions set out clearly and simply the responsibilities which we at Go Wild Outdoors Ltd have to you and you in turn have to us when we make a contract between us. This contract is made when you make a booking and we accept it by written confirmation on these terms.

Your booking form constitutes a legally binding contract. When booking an event you must sign a booking form accepting on behalf of all your party the terms of these conditions and pay the full fee stipulated for that event. Your booking is with Go Wild Outdoors Ltd, Registered in England No. 6478484.

All bookings on our events are subject to the following terms and conditions and your acceptance of them constitutes a legally binding contract under English law. You will be deemed to have accepted the terms and conditions (a) at the time of booking if using our website or (b), for bookings made in any other way, unless we hear from you within seven days of you accepting this document.

2. Fees

The fee for an event covers all instruction, accommodation, meals, transport to and from base to site and supporting materials as published in the event details. On booking a VAT invoice will be automatically generated to acknowledge your booking.

3. Payment Terms

Payment in full must be received by Go Wild Outdoors Ltd either within 7 calendar days of the date of the booking or the day before the event, whichever is the sooner (the relevant date is shown on the invoice). We reserve the right to refuse participation on an event if payment is not received on time. Unless otherwise stated on the booking form, payment must be made in pounds sterling.

4. Methods of Payment

Go Wild Outdoors Ltd accepts payments in the form of bank transfer (BACS), PayPal Email Payments, or personal cheque. Bank account details for BACS transfer payments may be requested at the time of booking. PayPal email payments require you to submit your email billing address with your Booking Form. An invoice will be emailed to you with a link to PayPal to enable you to make your payment online. Cheque payments incur a £1 handling charge per cheque. Your booking will only be confirmed when payment has been cleared through the company's bank account.

If for any reason a payment by cheque is returned unpaid by the issuing bank or has to be re-presented a charge of £15.00 will be levied to cover bank and administration charges incurred.

5. Discount Policy

Where offered, a multiple booking discount only applies to those participants who are booked at the same time and may not be used in conjunction with any other special discount or offer which we may offer from time to time.

Unless otherwise stated, any discount available on an event may not be used in conjunction with any other special discount or offer which may be offered from time to time.

6. If you Change Want to Change your Booking

Please check the details of your original booking carefully against your confirmation as there is a minimum administration charge of £10.00 for subsequent changes. Any administration costs incurred above this amount will be detailed to you prior to us making the changes on your behalf.

7. Transfers

If you wish to transfer to another event, we must receive your written request at least 45 calendar days before the start date of the event that you originally booked. You need to tell us the date and name of the event to which you wish to transfer. The alternative event must take place within 6 months of the event for which you originally booked. A transfer fee of £10.00 will be charged plus any additional fee which is due for the alternative event, (if it is applicable) We will only accept transfers where the original booking has already been paid for in full. However, if it has not, you will need to settle the invoice before we can arrange the transfer.

You may not transfer your place 28 days or less prior to the event. However, you can name a substitute participant at any time before the event begins. A transfer fee of £10.00 will apply.

8. Cancellations/Substitutions/Refunds

If you need to cancel your event booking for yourself or any member of your party, we must receive your written notice of cancellation at least 60 calendar days before the event. If you have made full payment, we will arrange a refund less a cancellation administration fee of 10% to cover the cost of bookings and deposits paid by us to third parties. If you have not yet paid for the event we will cancel the the booking form our system and send you a Credit Note.

You may not cancel your place 59 calendar days or less before the start of the event. However, you may nominate a substitute participant at any time before the event begins. Alternatively, you may choose to transfer your booking to another event in accordance with the transfer arrangements described in Section 7 above.

9. Itinerary, Arrival & Departure Times

You are responsible for ensuring that you follow instructions provided by Go Wild Outdoors Ltd in respect of arrival times for an event, the itinerary start and finish times times, and for any check-in times and departure points where applicable. Go Wild Outdoors Ltd cannot be liable for any loss or expense suffered by participants because of their late arrival or failure to follow the joining instructions provided.

10. Your Health & Safety

There are no specific health requirements stipulated for our outdoor adventures and activity breaks. However, all outdoor adventures and activities carry some element of personal risk. Go Wild Outdoors Ltd considers the health, safety and wellbeing of participants of prime importance. As a sensible precaution, we recommend that: if you have not recently taken regular exercise outdoors, you have a disability, or have a previous injury or illness, which could affect your health, enjoyment or your ability to join in fully, that you consult your doctor before booking an event with our company.

As part of our Health & Safety procedure we require all participants to complete a declaration as to their fitness to take part and to highlight any special needs or health issues prior to the start of an event. If we consider that a participant's health may influence their ability to take part in an activity, we will request further information to clarify and agree their level of participation. We want to encourage access to our events and wherever practicable we endeavour to tailor events to take account of group members' levels of fitness and ability.

11. Insurance

Because of the importance of having adequate insurance cover in place we make it a condition of booking on all overseas adventure and activity breaks that you are covered by an appropriate Personal Cancellation / Travel insurance policy. It will provide you with cover in the event you are unable to continue with your booking with us for example due to ill health, or redundancy.

Should you fail to supply us with the name of your insurance company and policy number, Go Wild Outdoors Ltd reserve the right to add insurance to your booking to ensure you are protected.

12. Passport

You will need to have a full Passport for any of our overseas adventures and activity breaks or if you are entering the UK from overseas. Please note that it is your responsibility to be in possession of a valid Passport normally with a minimum validity of 6 months and any Visa that may be required.

There can be long delays in obtaining Passports and Visas so be sure to apply well in advance of your departure. Non-British passport holders should check the regulations with the consulates of all the countries you will be visiting or passing through. You must ensure you have a valid Passport or Visa, (if necessary). Go Wild Outdoors Ltd cannot be liable for any loss or expense suffered if you do not follow these requirements. NB: For British Passport Holders, Passports are not required to travel to Ireland. However, Photo ID is required for Airline Check-in. We therefore suggest a valid Passport provides suitable ID in these instances.

13. If We Have to Change the Event

It may be necessary for reasons beyond our control to change the content and timing of an event, the instructors, the accommodation, the date or the venue. We undertake to keep you informed of these changes as soon as is practicable.

14. Cancellation Due to Lack of Demand

Very occasionally we are obliged to cancel an event due to insufficient numbers. In the event of this happening, and where practicable, we will offer you an alternative event. If this is not acceptable to you, we will refund all monies you have paid to us but hereby disclaim all further liability.

15. If You are Unable to Attend on the Day

If the event takes place but you are unable to attend whether for reasons within or beyond your control, your non-attendance will be taken as a cancellation on the day of the event and will attract a 100% cancellation fee.

16. Responsibility for Loss

Go Wild Outdoors Limited accept no responsibility for loss occasioned to any person acting or refraining from action as a result of any information disclosed by Go Wild Outdoors Limited during the event.

17. Price Changes

We always endeavour to ensure that prices quoted on our website are accurate.

18. Descriptions / Information Pages

All information displayed on Women Go Wild Outdoors website is provided in good faith – Go Wild Outdoors Ltd cannot be held responsible for any inaccuracies - please advise info@womengowildoutdoors.com if any you find any errors - Thank you

19. Your Financial Protection

In accordance with the EC Directive on Package Tours and the Package Tour Regulations 1992, all bookings for events which include overnight accommodation and / or transport in addition to the adventure break element are fully protected. Your monies are held in a Trust Account until after the event has taken place. Details will be sent with your Confirmation Invoice.

20. What Happens If You Have a Complaint

We do our utmost to ensure that your event with us is as enjoyable as possible. However, very occasionally plans do go wrong. If you do encounter a problem please inform our representative on site immediately who will try and resolve the matter there and then. In the event that our representative is unavailable for any reason, please telephone our head office and notify our Customer Services Manager who will then deal with the matter.

If the matter cannot be put right, our representative will record details of your complaint. Please ensure that we receive any complaint within 28 days of your attending an event by writing to our Customer Services Manager giving your original booking reference and all other relevant information. We will not accept liability in respect of claims that we receive later than 28 days after your return from your event.

We can normally agree an amicable settlement of the few complaints we receive. However, in the unlikely event of us being unable to do so, you may of course refer your case to the small claims court, which provides an inexpensive way of settling claims.