



First 4 Adventure UK
Love Life. Love the Outdoors.

Corporate or Charity Bookings

How to book

First 4 Adventure UK is happy to accept your initial booking online or by telephone. Confirmation should be made by email or in writing. We are able to accept a deposit and balance of payments by online banking, or you may send a sterling cheque.

Upon receipt of your deposit of 20% per event or challenge your reservation will be made and we will issue you with a confirmation letter either by post or e-mail. This acceptance confirmation forms the contract between First 4 Adventure UK and you and will come into effect from the date on the communication to you.

The deposit for the event/challenge is non-refundable. 60% of the outstanding balance is to be paid 2 months prior to the event/challenge. The remaining balance is to be paid within 14 days of the end of the event/challenge.

If you need to cancel your booking

Should you need to cancel your booking, then you must advise us as soon as possible. Your cancellation will need to be confirmed in writing. Our cancellation fees will apply as follows:

- **8 weeks** or more before your start date – You pay full deposit only
- **2-8 weeks** before your start date - You pay 50% of the full amount.
- **Less than 2 weeks** – You pay the full amount.

Your Responsibilities

It is your responsibility to ensure that the clients/participants have a reasonable level of health / fitness, adequate experience, suitable clothes/equipment and remain aware of risks involved in a walking and/or multi-activity trip. Every participant must complete the First 4 Adventure UK medical form accurately and inform us of any changes/updates between booking and the trip.

Whilst First 4 Adventure UK maintain high professional standards of client care and safety, clients must realise and understand that participation in adventurous activities entails some risk of injury or death. First 4 Adventure UK will at all times endeavour to minimise these risks through safe practices and procedures. However, these risks can never be entirely eliminated and participants accept that accidents and injury may occur. Although First 4 Adventure UK can assure you that with sensible precaution each event/challenge is as safe as possible participants must accept that the sole responsibility for your personal safety remains with you. In the interest of safety participants must undertake to follow the advice of your guide, heed any warning or advisory notices encountered and act sensibly and prudently at all times. We reserve absolute right to refuse a client's participation on any event/challenge if it is considered that they are either in personal danger to themselves or may endanger others. On an active group trip it is necessary that participants abide by the authority of the leader, who represents the company. If participants commit any illegal act when on an event/challenge or if in the reasonable opinion of the leader, behaviour is disruptive, threatening or



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abusive or is causing or likely to cause danger, distress or annoyance to others we may terminate the rest of the event/challenge without any liability on our part.

Insurance

First 4 Adventure UK holds full public liability insurance. However, clients are advised to seek their own personal and equipment insurance before commencing the event/challenge

Changes by us/ Bad weather conditions

In the unlikely event of First4 Adventure UK having to cancel your booking we will offer you alternative dates and if these are not acceptable, all the monies paid will be fully refunded. We will not be liable for any additional costs or expenses incurred.

The event/challenge will go ahead in all weathers unless the trip leader considers it is unsafe to do so. We usually only cancel events/challenges if we consider it would be unsafe due to extreme weather conditions. We reserve the right to change the itinerary/routes for safety reasons in poor weather conditions. No refunds will be made if you decide not to proceed with the event/challenge due to weather conditions.

We cannot be held responsible for cancellations due to unforeseen circumstances, such as war, terrorism, civil unrest, natural disaster or any other situation that is beyond our control. We believe that the details on the web site to be correct at the time of publication. All arrangements made on behalf of clients are made in good faith. First 4 Adventure UK cannot accept responsibility for any loss or damage to personal effects during your event/challenge with us, that is beyond our control. This includes loss, damage, fatal or any other injury during your event/challenge, except when First 4 Adventure UK are proven in law either to be in breach of our contractual duty or to have been negligent.

Complaints

We hope you enjoy your experience with First 4 Adventure UK. However, any complaints should first be made to your event / challenge leader as soon as possible. We will endeavour to find an immediate solution that is acceptable to you. If for some reason the problem is not immediately resolved to your satisfaction, then it should be put in writing and emailed to us:

info@first4adventure.co.uk by no later than 28 days after your walk. Receipt of complaints will be acknowledged within 14 days. All complaints will be thoroughly investigated and you will be kept informed throughout the process.

Disputes arising from the contract between us will be governed by UK law.

Acceptance of First 4 Adventure UK Terms and Conditions

Your event/challenge booking is accepted on the basis of the above conditions. Please do not ask us to change them after booking.