



First 4 Adventure UK
Love Life. Love the Outdoors.

Family and Group Bookings

How to book

First 4 Adventure UK is happy to accept your booking online or by telephone. We are able to accept deposit and balance payments by online banking, or you may send a sterling cheque. Upon receipt of your deposit of £25 per person your reservations will be made. When we have received your booking form and deposit, we will issue you with a booking acceptance notification, containing full details of your holiday, either by post or e-mail. This acceptance confirmation forms the contract between us and will come into effect from the date on the communication to you. The deposit for your trip is non-refundable. Your trip balance will be due 8 weeks prior to the start date of your walking holiday. If you book your trip within 8 weeks of the 'start date', your full balance will be payable at that time.

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 - deposit only
- **2-8 weeks** before your start date - 50% of the full amount
- **Less than 2 weeks** - 100% of the full amount

Your Responsibilities

It is your responsibility to ensure that you 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. We would ask you to complete the medical form accurately and inform us of any changes/updates between booking and the trip.

Although First 4 Adventure UK can assure you that with sensible precaution your holiday is as safe as possible you must accept that the sole responsibility for your personal safety remains with you. In the interest of safety you must undertake to follow the advice of your guide, heed any warning or advisory notices you may encounter on your walk, follow the Country Code and act sensibly and prudently at all times. We reserve absolute right to refuse a client's participation on any walk if it is considered that they are either in personal danger to themselves or may endanger others on the walks. On an active group trip it is necessary that you abide by the authority of the leader, who represents the company. If you commit any illegal act when on the trip or if in the reasonable opinion of the leader your behaviour is disruptive, threatening or abusive or is causing or likely to cause danger, distress or annoyance to others we may terminate the rest of the trip without any liability on our part.



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You are responsible for your own travel arrangements to the start point and from the finish point. Please read through our booking conditions carefully. The person making the booking accepts the terms of these booking conditions on behalf of everyone named on the booking form.

Insurance

We strongly recommend that you take out holiday insurance for any holiday you undertake with us. This helps you to recover costs that a cancellation by you at short notice may incur.

Changes by us

Should we alter or cancel the advertised programme, then all monies paid will be returned.

There are occasions when we do not receive sufficient bookings – we set a minimum of four clients per advertised programme. We will offer alternative dates and if these are not acceptable, all the deposits made will be fully refundable. 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 trip with us, that is beyond our control. This includes loss, damage, fatal or any other injury during your trip, except when First 4 Adventure UK are proven in law either to be in breach of our contractual duty or to have been negligent.

Bad weather conditions

The trip will go ahead in all weathers unless the trip leader considers it is unsafe to do so. We usually only cancel walks if we consider it would be unsafe to walk 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 walk due to 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.

Complaints

We hope you enjoy your experience with First 4 Adventure UK. However, any complaints should first be made to your trip 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.



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

Acceptance of First 4 Adventure UK Terms and Conditions

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