

Gritstone Adventure Activities Ltd – Terms and conditions for booking 2023

Booking process

All bookings will be made in writing by email to al@gritstoneadventures.co.uk. After discussing your needs with us and agreeing your activity choice, you will be sent billing by email. Payment will be done through BACS payment.

Cancellation Procedure (not including for Covid-19 related reasons).

For cancellations due to Covid-19 related reasons, please see the heading below this one. We never cancel a course once booked, but if we did we'd refund the full fee to the customer. Once you have booked and paid for your activity, your fee is not refundable for any reason except for the Covid-19 related reasons outlined below. We cannot refund or reschedule your booking for any reason including (but not exclusively); bad weather, illness, the customer forgetting the date of the booking they made or any other reason except for the Covid-19 reasons detailed below.

Cancellations due to Covid-19

If you are not able to attend your booking once paid for the following reasons, we will refund you in full or reschedule your booking for another date:

- Any new government restrictions mean you cannot travel to your booking
- Any new government restrictions mean you cannot leave the place where you live
- Any new government restrictions mean you cannot enter the Peak District National Park
- Any new government restrictions mean you cannot participate in a group bigger than the amount of people you have booked for.

Exceptions to these rules may be considered in exceptional circumstances after a discussion with us.

Transport

Gritstone Adventure Activities do not supply transport to, from or in between activity locations or from any meeting location to an activity venue. Customers will need to bring their own transport to any event or activity. We can hire transport for you via a third party.

Liability

Gritstone Adventure Activities are insured for public and employers liability, and hold professional indemnity insurance. All of our instructors are qualified in the appropriate, industry standard qualifications for each respective activity that they deliver. We hold a valid, HSE Adventurous Activity Licence (AALS). Our All activities are risk assessed and we receive technical advice from industry experts. All instructors hold a valid 16 hour outdoor specific first aid certificate. Gritstone Adventures do everything practically possible to minimise risk of personal injury or harm. However, participants / customers taking part in adventurous activities such as rock climbing, mountaineering, walking, caving, abseiling, canoeing, kayaking and raft building must accept that there may be factors that are out of our control and that there is a small chance of injury from events that are impossible to control. Gritstone Adventure Activities Specialists in Mountain and Adventure Activities 19 Montrose Road Sheffield S72EE
www.gritstoneadventures.co.uk al@gritstoneadventures.co.uk 07812713153

Data Protection GDPR.

Either before the day or on the day of the activity you will complete a short medical questionnaire. We need to share that information with your instructor, so that we can keep you safe and cater for any illness or injury you may be carrying. After the activity your medical questionnaire will be kept securely by us for 7 years. If you do not consent to us taking, keeping and sharing your medical information within our business you should let us know. Your email will not be put on a mailing list - we don't have them. We are subscribers to the ICO organisation.

