



Terms and conditions

Please read our terms and conditions carefully before booking. By proceeding with a booking, you are agreeing to have read, acknowledged and accepted the Terms and Conditions as set out in this document. Please return page 3 signed to AK Outdoors on booking.

General

1. No specific element of an advertised service can be guaranteed with certainty in these environments. When engaging the services of AK Outdoors, you are hiring a professional for their expertise and not for the guaranteed successful outcome with respect to a specific objective.
2. The leader will do their very best to ensure success with respect to those specific objectives, however, this cannot be guaranteed as safety is always the overriding priority. If it is clear from the outset that the advertised or primary objective is not feasible on the grounds of safety, then an alternative objective will be offered for the same date(s).
3. Photographs and video may be taken by us on our events for use on our social media feeds, website, and other promotional material. Please inform us or the leader on the day if you do not wish to be featured.
4. Medical conditions, including disabilities and/or allergies that may affect your participation in the course must be declared to us prior to booking. This will be raised in our Booking Form sent at the time of booking.
5. Please ensure you have an appropriate level of fitness for the event. If in any doubt, please get in contact with us to discuss this.
6. Under 18s may only be accepted on a course if they are accompanied at all times by a full-paying parent or legal guardian.
7. We strongly recommend that you take out appropriate travel/activity insurance to cover yourself on the course.

Declaration of risk

1. Whilst we ensure a high professional standard of instruction and client care and do our utmost to ensure safety at all times, all our customers must be aware that participation in walking, climbing and other outdoor activities involves an acceptance of risk of personal injury and death. Customers are responsible for the consequences of their own actions and involvement.

2. We accept no liability for the death or injury of any participant in any of our events, nor for any loss or damage to property, unless caused by the proven negligence of AK Outdoors.

Payment

1. A deposit (25% value) is required if “more” than 4 weeks to booked date.
2. “Full” fee is required if less than 4 weeks to booked date.
3. Payment may be made by BACS transfer following invoice. Account details supplied with invoice.
4. Your place is reserved on receipt of the deposit/full fee and completed Booking Form.
5. Loss or damage to group equipment supplied by AK Outdoors, including, but not limited to, climbing equipment, maps, walking poles etc. will charged back to the customer(s) involved on the day at product RRP.

Cancellation by customer

1. A cancellation by the customer must be done in writing or via email.
2. The following refunds will be available:
 - More than 4 weeks to booked date, the full fee minus the deposit amount will be refunded.
 - Less than 4 weeks but more than 2 weeks to booked date, 50% of the full fee will be refunded.
 - Less than 2 weeks to booked date, no refund will be made.

Cancellation by AK Outdoors

1. Some events require a minimum number of participants in order to be viable. You will be advised of this when we confirm your booking. We will inform the customer of cancellation no less than 3 days prior to the commencement of the activity should the minimum number of participants not be met.
2. We reserve the right to cancel an event because of circumstances out of our control, for example, but not limited to: weather conditions, local access restrictions etc.
3. If we cancel a course, you will be offered a full refund or the offer of an equivalent date.
4. We reserve the right to refuse your participation in the activities if the leader deems your level of fitness and/or your personal clothing and equipment unsatisfactory for the activity planned. This will be treated under the terms of Section 3: Cancellation by customer.
5. We reserve the right to refuse your participation or prematurely terminate the activity if you appear to be under the influence of alcohol or drugs, or to be behaving inappropriately. This will be treated under the terms of Section 3: Cancellation by customer.
6. We reserve the right to refuse your participation if a completed Booking Form is not returned before the activity is scheduled to commence. This will be treated under the terms of Section 3: Cancellation by customer.
7. AK Outdoors cannot be held liable for accommodation or travel costs if activities are cancelled, postponed, or relocated. We strongly urge you to take out appropriate insurance to cover this.

Data privacy

1. GDPR requires consent to collect your personal data. We will store your data and not disclose or sell it to any third party.
2. You may ask to view or request a copy of the data we hold about you at any time, free of charge.
3. You have the right to request your data is erased.

4. We have the right to refuse your request to erase the data for the purpose of establishment, exercise, or defence of legal claims. For this reason, we hold your data for up to 3 years from your booking.

Declaration

I (Print name) _____ have read and understand that the above terms and conditions, are for my safety, and the safety of the Leader, and do not know of any reason why I cannot conduct these activities.

I DO/DO NOT have a health condition, if "DO" please add brief description, in box below, please contact AK Outdoors to discuss so we can make the appropriate measures to accommodate your needs.

Date:

Signature: