



**ADVENTURE**  
UNLOCKED  
**Terms & Conditions**

## **Guided Walks, Private Guiding, Eco-Therapy Walks & Navigation Training**

### **Booking Cancellation & Amendments**

A booking will be considered as confirmed once Adventure Unlocked receives full payment, a completed booking form has been received and a booking confirmation response has been provided to the client(s). The booking confirmation becomes the contract between Adventure Unlocked and the client(s).

As the client you will have completed a booking registration form registering details of an individual to be contacted in case of emergency, declaring any medical conditions the leader will need to be aware of (including allergies), your previous experience and a declaration that you have read agree to these terms and conditions.

### **Amendments to Bookings**

Adventure Unlocked understands that circumstances can change at short notice and will do everything within its gift to accommodate reasonable requests to amend bookings, for example requests to change your itinerary where private guiding has been booked, or to change the names on guided walk bookings. If such changes are likely to result in any additional costs being incurred by Adventure Unlocked then we will highlight these to you, discuss them with you and apply any additional charges if we agree to the amended booking request.

Group guided walks can only operate with a minimum number of 2 participants. If you are the only person to book onto a walk/experience, then we may contact you to offer you the option to select an alternative date to move your chosen walk/experience to. If moving to an alternative date is not an option, then a full refund will be provided.

Private guiding experiences have no minimum operating numbers so are not affected in this regard.

### **Cancellation**

Adventure Unlocked strongly recommends that clients should consider taking out appropriate insurance (including cancellation insurance) when booking activities with Adventure Unlocked. Please ensure you are fully insured for your walk/experience to cover all cancellation, search & rescue, medical emergencies as well as equipment loss and/or theft.

## **Client(s) Cancellation Requests**

If you decide to cancel for any reason or your request to amend your booking can not be accommodated and the cancellation is **not less than 21 days** from the date the walk/experience (including private guiding) was due to commence, then Adventure Unlocked will refund 75% of the total amount (excluding any agreed non-refundable deposits or any additional costs already incurred by Adventure Unlocked such as accommodation bookings).

Cancellations **less than 21 days** from the date of the walk/experience (including private guiding) will not be refunded.

## **Adventure Unlocked Cancellations**

There may be exceptional circumstances where Adventure Unlocked may need to cancel a booking. If your booking is affected by such circumstances Adventure Unlocked will contact you to discuss the prospect of moving your booking to a mutually agreeable alternative date. Alternatively, you may request to move your booking to an alternative walk/experience. If an alternative proposed activity incurs a higher cost, then you may be required to pay the difference.

If you elect an alternative walk/experience at a lower cost to the one to be cancelled, then Adventure Unlocked will refund the difference.

If an alternative date or walk/experience isn't achievable then you can request a full refund.

## **Your Safety & Enjoyment**

### **PARTICIPATION AGREEMENT:**

Ensuring your enjoyment in our activities is as important to Adventure Unlocked as it is to you, your safety is our priority and of paramount importance.

Adventure Unlocked promises not to do anything wilful or malicious to negatively impact your enjoyment or jeopardise your safety.

That said it must be recognised that when an activity becomes predictable and absolutely safe, it ceases to be exciting or by definition to be an adventure. For an activity to be adventurous it must, to a degree, have an uncertain outcome and it will therefore carry risks. Going into mountainous regions is implicitly hazardous, and if we add to that an adventurous activity, then by necessity the hazards are increased. This implies an inherent and intractable risk of injury or, in the extreme, loss of life. Anyone considering taking part in any of Adventure Unlocked activities needs to consider this very seriously and to take responsibility for their own participation and acknowledge and accept these risks.

Upon making a booking you will receive a 'Essential Equipment' document which outlines the necessary and suggested equipment needed to help ensure your safety and enjoyment of your activity. If the activity leader doesn't think someone has the right essential equipment to be safe on the activity, we reserve the right not to take them on the walk, and no refund will be offered.

## **Insurance, Risk & Liability**

The British Mountaineering Council (BMC) acts on behalf of walkers, climbers and mountaineers in the UK and offers the following participation statement that you agree to in booking a walk/experience:

“The BMC recognises that climbing, hill walking and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement.”

Adventure Unlocked has full public and professional liability insurance, and we advise you to take out your own personal accident/liability insurance and appropriate cancellation insurance. If you already have insurance cover, then please check that it covers you for the activity you are undertaking.

## **Bad Weather & Impact Factors Beyond the Control of Adventure Unlocked**

Walks/experiences will generally take place regardless of the weather unless a trained and experienced Adventure Unlocked leader considers that conditions could compromise the safety of the group or an individual. Refunds will not be granted if a client decides to cancel as a result of weather conditions. If the event is cancelled at the discretion of the leader, then the above Adventure Unlocked cancellation policy will be applied.

Other factors such as, but not limited to, landslides, flooding, footpath and rights of way restrictions can also impact the ability to undertake a planned itinerary. As a result, changes may need to be made at the leader's discretion. Adventure Unlocked reserves the right to make changes to the itinerary or to cancel the booking where appropriate or for safety reasons. Where an event is cancelled at the discretion of the leader in such circumstances then the above Adventure Unlocked cancellation policy will be applied.

## **Parental Responsibility**

Children under the age of 18 must be accompanied by their parent or legal guardian who will take full responsibility for their supervision and safeguarding at all times.

Children under the age of 13 will only be accepted by prior agreement on group walks.

## **Dogs**

Other than Assistance Dogs, Adventure Unlocked does not normally accept dogs on its group walks (unless all participants are from the same booking and in agreement). If your dog is well behaved and under control at all times and you wish to bring your dog on a private guided experience, then please mention this at the point of your booking enquiry so that we can discuss the possibility.

## **Health & Fitness Considerations**

Adventure Unlocked accepts bookings on the understanding that all participants are medically and physically fit enough to undertake the activity in question. If you are booking on behalf of someone else or taking responsibility for a group booking, the presumption will be that you have

exercised all due diligence for enquiring and establishing the health and fitness of all individuals on the booking and accept responsibility on their behalf in doing so.

In making this booking and agreeing to these terms and conditions you are confirming and disclaiming that you and those you are booking on behalf of are medically and physically fit (to the best of your knowledge) to undertake the proposed activity.

Participants are responsible for bringing to the attention of Adventure Unlocked any injuries, medical conditions, allergies, disabilities or anything else concerning their health and fitness at all times, including any changes that have occurred since the booking was made.

### **Photos & Filming**

Adventure Unlocked may take photos/film during the course of your walk/experience with a view to using the images/footage for advertising/promotional purposes. The leader will endeavour to seek your permission for their use at the time, but if for any reason you are opposed from the outset to images/film being taken or being used in a public forum (internet etc) at a later time, then please make this clear at the point of booking and your wishes will be respected.

### **Complaints Procedure**

Adventure Unlocked is committed to making your experience with us as enjoyable and safe as possible. If for any reason you are not satisfied with something, then please bring this to the attention of your leader as soon as possible and ideally at the time it occurs. The leader will attempt to resolve your concern to the best of their ability and to the satisfaction of you and the group.

If resolution is not immediately possible or to your satisfaction, then please record your complaint and email it to [andy@adventureunlocked.co.uk](mailto:andy@adventureunlocked.co.uk) within 4 weeks of concluding your activity. Your complaint should outline specifically the concern(s) or dissatisfaction identified, what has been attempted (if anything) to resolve them and what your preferred resolution would be. Your complaint will be investigated and you will be updated with progress through to conclusion.