

Liquid Logistics & Earth Events Booking Terms and Conditions

These terms and conditions apply in place of and prevail over any terms and conditions contained or referred to in any communication from the customer or implied by custom or practice. Other terms and conditions are expressly rejected by Liquid Logistics & Earth Events

General Bookings

- The contract shall be formed when Liquid Logistics & Earth Events acknowledge acceptance of the customers booking and have received the required payment.
- Participation in adventurous activities entails some risk of injury. All staff employed by Liquid Logistics & Earth Events are trained and appropriately qualified to run activity sessions and act in order to limit the risk of injury. Participants must however acknowledge the inherent risks and act in their own best interests
- Any customer under the age of 18 years must have the explicit permission of his/her parent or guardian before being able to take part in any activity/course offered by Liquid Logistics & Earth Events. The parent or guardian need to be aware and accept the risks involved in adventure activities and satisfy themselves accordingly.
- All bookings are on the basis that the customer will, at all times, observe the safety regulations set by Liquid Logistics & Earth Events
- All information is produced in good faith that it is accurate at the time of going to press.

Courses & individual bookings

- Groups of less than six can confirm their activities by returning a completed booking form and sending a full payment.
- Places on advertised paddle sport courses and coaching awards will be confirmed by Liquid Logistics & Earth Events on receiving a completed booking form and full payment.
- On line bookings are subject to availability and confirmed on receipt of information pack only.

Group Bookings & Residential Group Bookings

- A party of six or more individuals will constitute a group booking and will be subject to the following terms.
- Provisional bookings must be confirmed by payment of a 50% non-refundable deposit.
- Full payment is required 2 weeks before the date of activities.
- In the event that the balance is not paid Liquid Logistics & Earth Events will have the discretion to treat the booking as cancelled by the customer.
- Should a booking be made within 2 weeks of the date of arrival the whole fee is required at the time of booking.

All Fees

- Cheques should be made payable to "Liquid Logistics & Earth Events" and sent to: Frank's Yard, Bailey's Hard, Beaulieu, Hampshire. SO42 7RF. Balance payments must be received prior to confirmation as no reminders will be sent.
- The credit/debit cards accepted are: Visa, Mastercard, Switch, Delta & Solo.

Cancellation by the customer

All cancellations must be in writing and sent either by post or email. The Liquid Logistics & Earth Events will acknowledge a cancellation within 5 days of receiving it. Until the customer has received confirmation the original booking remains valid.

Late arrivals and no shows constitute as a cancellation and will be treated as such.

The customer will be charged on the following basis:

- Deposits are non-refundable.
- For group bookings and courses, 75% of the total fee where cancellation takes place within two weeks (14 days) of the booked date
- For group bookings and courses, 100% of the total fee where cancellation takes place within one week (7 days) of the booked date.
- 100% of the total course fee where cancellation takes place on or after the commencement date of the course.
- Changing course or activity dates will result on an administration fee of £25 being charged and this is always at the discretion of Liquid Logistics & Earth Events.

Cancellation by Liquid Logistics & Earth Events

Whilst every attempt is made to ensure that courses/activities actually run, Liquid Logistics & Earth Events may at times need to cancel due to dangerous and/or unsuitable conditions for the course/activity. In this circumstance we shall inform the customer as soon as is feasibly possible.

Liquid Logistics & Earth Events shall notify the customer of cancellation not less than five days prior to the commencement of the course where numbers as a result of either customer(s) cancellation or booked numbers have failed to reach a workable minimum.

In the event of cancellation by Liquid Logistics and Earth Events, customers will be offered the choice of the following options: -

- Full refund of the fee paid; or
- Another booking on a different date.

Photographs

From time to time photographs taken on Liquid Logistics & Earth Events courses may appear in brochures and promotional material. If customers do not wish to be photographed, please raise this with the course leader at the time.

Dietary Requirements

If you are being catered for any special dietary requirements must be made at the time of booking, Liquid Logistics & Earth Events cannot accept responsibility for not being able to deliver special dietary needs at short notice.

Safety Regulations

Outdoor adventurous activities take place in varied natural environments where there are natural hazards and risks to manage. Every effort will be made by the Liquid Logistics & Earth Events staff to provide realistic training in a safe manner. Customers participating in courses are expected to comply with all safety guidance and instructions given by Liquid Logistics & Earth Events and its staff.

Unruly behaviour

Behaviour that disrupts the smooth running of an event may result in the disruptive customer(s) being excluded. Any damage caused to property or equipment as a result of unruly behaviour will be charged for.

No person should be under the influence of alcohol before or during the activities. If a person is found to be under the influence of alcohol it will be the instructor's discretion whether this person will be able to take part in the activity. No monies will be refunded if the person does not take part.

Personal Property

Property belonging to the customer is at all times the responsibility of the customer unless any loss or damage is due to any negligence by Liquid Logistics & Earth Events.