

Terms and Conditions 2021

Bookings

- A booking is considered confirmed only upon receipt by Graythwaite Adventure Limited of payment by the client.

Payment

- For experiences over £300.00 Graythwaite Adventure Limited will require 50% of the cost when the booking is placed and 50% will be invoiced and is due two weeks prior to the date of the booking.
- For experiences under £300.00 Graythwaite Adventure Limited will require 100% payment at the time of booking.

Cancellation

- A cancellation is only deemed effective when notice in writing is received by Graythwaite Adventure Limited.
- If cancellation is made more than two weeks before the event date, 50% of the total cost is forfeit to Graythwaite Adventure Limited.
- If cancellation is made less than two weeks before the event date, 50% balance will be invoiced by Graythwaite Adventure Limited.

Postponement

- The booking may only be postponed by the Client by giving notice in writing to Graythwaite Adventure Limited.
- If such notice is received less than two weeks prior to the event date, 50% of the total cost is forfeit to Graythwaite Adventure Limited and the postponed work will only be re-arranged upon receipt of a further 50% of the total cost.

Alterations and Amendments

- Graythwaite Adventure Limited reserves the right to cancel or vary any booking where this becomes necessary to do so due to circumstances beyond their control. In the unlikely event of such a cancellation by Graythwaite Adventure Limited all monies will be refunded. This clause does not relate to bookings affected adversely by the weather where full payment will still be required, or a postponement offered.

Liability

- Graythwaite Adventure Limited cannot accept responsibility for clients' property.
- Graythwaite Adventure Limited cannot accept responsibility for the loss or damage of any materials whilst being delivered by a third party.

Copyright

- Graythwaite Adventure Limited reserves the right to use moving images and other collateral material for its own purposes including marketing.
- The copyright of any video or still images captured or edited by Graythwaite Adventure Limited is retained by them.

Exclusion of Other Terms

- The Terms set out in this Agreement will apply to the exclusion of all others, whether expressed or implied by law, and shall supersede all conditions previously issued by Graythwaite Adventure Limited or the Client. No variation or addition shall be effective unless agreed by Graythwaite Adventure Limited and the Client in writing.

Terms and Conditions 2021- Continued

Covid-19 specific terms and conditions

Where relevant, the Covid-19 specific terms and conditions may replace or supersede terms in our standard terms and conditions.

Refused participation

- Graythwaite Adventure Limited reserves the right to refuse entry or participation of any individual and their party where they have Covid-19.
- Graythwaite Adventure Limited reserves the right to refuse entry or participation of any individual and their party where they have knowingly been in contact with someone with Covid-19 during the previous 14 days.
- Graythwaite Adventure Limited reserves the right to refuse entry or participation of any individual and their party where a member of our on-site team consider that the client is displaying symptoms of Covid-19

Social distancing and health and hygiene

- Graythwaite Adventure Limited supports government guidelines regarding social distancing but considers social distancing within the participants from a single group booking to be their own responsibility.
- Guests not demonstrating reasonable social distancing to the staff of Graythwaite Adventure Limited will be reminded of their responsibility and in extreme cases if they refuse to socially distance their ability to participate in the activity will be terminated.
- Graythwaite Adventure Limited will provide signage, antibacterial handwash and hand washing stations on the site, but it is the responsibility of attendees, participants and spectators to use them responsibly.
- Guests are reminded that, to reduce the risk of transmission of the virus, equipment is not shared. Therefore, we would remind participants only to touch equipment when invited to do so by the Graythwaite Adventure Limited team.

PPE

- Graythwaite Adventure Limited recommend guests wearing gloves, masks and other PPE at their discretion but do not provide PPE. Our instructors and operational team will be wearing PPE as appropriate.

Disclaimer

Whilst Graythwaite Adventure Limited make all reasonable arrangements to keep our guests safe as per our Covid-19 plan, which is available to view on our website, we are unable to guarantee that our site and equipment is always free from the virus and participation is at the client's risk.

Refunds

- Where clients must cancel a standard experience including watersports, 4x4, bushcraft, clay pigeon shooting and training due to Covid-19, Graythwaite Adventure will offer a postponement or refund the client money in full.
- For complex events where costs have been incurred by Graythwaite Adventure prior to the event, we will only seek to recover our out-of-pocket costs in the event of a cancellation relating to Covid-19.