

## Terms and Conditions

We are Grahame Robb Associates Ltd and you can contact us at Dolphin House, Abbas Business Centre, Itchen Abbas, Winchester SO21 1BQ, telephone 01962 779922 or email at [enquiries@gra.uk.com](mailto:enquiries@gra.uk.com); via our web site at [www.gra.uk.com](http://www.gra.uk.com).

The service you are contracting for is one or more of our outdoor activities at Wokefield Estate, Mortimer, Reading RG7 3AE or at any other site from which we operate, permanently or temporarily.

We can accept payment by BACS, most credit/debit cards and cash but not by cheque. An extra charge may be made for payments by credit card to cover the extra charges we incur. Payment in full is required before you participate. Our VAT number is GB 717427922.

### Who may participate?

You must generally be 8 years of age or over and (for safety reasons) must weigh less than 120kg. We reserve the right to check this prior to your participation - for your own safety.

You are responsible for ensuring you are fit to participate and that your ability to participate is not reduced by the effects of medication, alcohol, drugs or other intoxicants. We reserve the right to refuse participation if, in our opinion, safety could be compromised in this way and in this case there is no refund. You must follow any reasonable instructions given to you by our instructors and behave in a responsible way – we may refuse or terminate your participation if you do not, without a refund.

Every participant must sign our 'Personal & Medical Information' form before participating. If you don't sign, you cannot participate as you would not be insured. If you are under 18 years of age on the day of the activity, you will need to provide a completed 'Personal & Medical Information (U18)' form (available on our website and on the day) prior to taking part and be accompanied by an adult.

You must be suitably dressed for the prevailing weather on the day of your session. We suggest you leave valuables at home as we will not accept liability for their loss or damage during your session.

### What about cancellation?

We take pre-paid bookings subject to instructor and site availability. We reserve the right to amend your booking to a mutually agreeable date or to cancel it and refund your payment if we decide not to run the session for any reason. We will make reasonable efforts to contact you if this happens.

If you booked online or by telephone, you have the following cancellation rights: you may cancel within seven days and receive a full refund; the seven days starts when you book (if you have seen a copy of these terms) or from when we show you these terms before you participate; if you participate within the 7 day cancellation period, you will lose your right to cancel at the moment you start to put on the safety equipment or overalls for laser sessions that we will give you. You can cancel in person, or by sending an email to [info@uniqueoutdoors.co.uk](mailto:info@uniqueoutdoors.co.uk) quoting your booking reference and/or name the booking was made under. You cannot cancel by telephone. Cancellation is effective from the day you send the letter/email, so long as we receive it before the day of the booked service.

If you simply miss your booked session, we will endeavour to fit you in when you arrive but cannot guarantee to be able to do so. In this case we will offer you an opportunity to re-book within 30 days but we will not offer a refund.

These terms and conditions are governed by English Law and can only be varied by a Director of the company, in writing.

If you have any complaint, please let us know immediately the problem occurs or, if that's not possible, using the contact details above and we will do our best to resolve the problem for you.

**Enjoy your outdoor experience!**