



Terms & Conditions

1. What we will provide.

Outdoor Horizons will provide trained, experienced instructors and leaders in a ratio appropriate to the group. We will provide any specialist equipment necessary for the activity. No food or accommodation will be provided unless otherwise specified. Details of all necessary clothing, footwear and equipment will be provided.

2. What you need.

Your party needs to get to the agreed meeting point. All members of your group need to bring appropriate clothing, footwear, food and drink, and a backpack to carry them in.

3. Confirmation of Booking and Payment.

You confirm your booking by sending us a completed Booking Form and your full payment. No contract is made until we acknowledge receipt of the Booking Form and payment. Payment is by cheque payable to 'Outdoor Horizons'.

4. Cancellation.

If we cancel your activities through no fault of yours we will make a full refund or organise an alternative date.

Should you, or any of your group, be forced to cancel your booking, you must do so in writing. A cancellation will take effect from the date that written notice is received by us. Cancellation more than 28 days before the activity may result in a 10% administration fee being retained. We reserve the right to make no refund for a cancellation made within 28 days of the activity. If the reason for cancellation is covered under the terms of any holiday insurance policy you may be able to reclaim these charges from your insurer.

5. Conduct of clients.

Outdoor activities can be hazardous and it is important that all participants abide by any safety requirements that Outdoor Horizons or its representatives may consider advisable. Outdoor Horizons reserves the right to change, limit or cancel activities due to weather or to clients' ability, equipment, behaviour or physical condition. In these circumstances we will try to offer an alternative but no refund can be given. All pre-existing medical conditions should be disclosed to our staff and will be treated in confidence.

These booking conditions are a contract between you and Outdoor Horizons. They shall be governed by and construed in accordance with English law, being subject to the jurisdiction of the Courts of England and Wales. No variation shall be of any effect unless in writing and by the authority of Outdoor Horizons.