

**Day Activities- General  
Booking Terms & Conditions**

**Key Points:**

The Booking Confirmation and these terms form the contract between us

You enter a booking contract with us once we have issued you our booking confirmation and you have paid a deposit.

If you have booked more than one activity Oaker Wood Leisure reserves the right to change the order of activities should we need to.

Please arrive 15 minutes before your session is due to start. Please do not be late as there is no guarantee we can extend your session beyond the stated finish time, please do not arrive more than 15 minutes prior to your start time as you will almost certainly be required to wait in the Car Park. Finish times are all approximate.

On arrival please report to the office/or follow signs to activity check in.

Anyone under the age of 16 must bring with them a signed Oaker Wood Leisure Parental/Guardian Consent form; failure to do so will result in that person being excluded from activities. (No refunds will be given under these circumstances)

Participants aged 16+ will be asked to complete an activity registration form on arrival on site.

Please read the full terms below for more information.

**Your Booking:**

- a. A booking contract will exist as soon as we issue our booking confirmation email and you have paid a deposit. This booking is made on the terms of these booking conditions. The person making the booking (the lead name) must be over 18 years old and when you make a booking you guarantee that you have the authority to accept and do accept these terms and conditions on behalf of your party. .
- b. We will only deal with the lead name in all subsequent correspondence, including changes, amendments, and cancellations. If you would like to amend the lead person, please notify us in writing.
- c. In the event of extreme weather on the day of your activity: High Winds /Extreme Cold/Snow/Heavy Rain, we may at times have to make amendments to your activity itinerary in line with our Health & Safety Policy. If we have to cancel one of your activities due to weather, we will offer you an alternative activity, a refund or the chance to transfer your booking to an alternative date.
- d. Your personal safety is of paramount importance to us and therefore it is imperative that you advise us at the time of booking of any condition, medical or behavioural, that might affect your enjoyment. This should include, but not be limited to, any special dietary requirements (including for example, allergies) and any reduced mobility affecting you or members of your group.
- e. All prices we advertise are accurate at the date published. In the unlikely event of an administrative error leading to an incorrect price being displayed on your confirmation e.g. typing error, we reserve the right to correct it (including after a booking has been confirmed).

## Payment Schedule:

Group	Deposit	Final Balance
All Day Bookings	£10.00 per person on booking for half day booking, £20pp for full day bookings	Remaining Balance – 10 days before arrival

- a. When you make your booking, you must pay a deposit as notified to you at the point of booking. All payments must be received by Oaker Wood Leisure Ltd by the due dates as stated above. Email reminders will be sent prior to due dates, failure to comply with payment due dates will result in the booking being cancelled and any monies paid will not be refunded.
- b. The deposit is based on approximate numbers in accordance with our minimum number policy. Final numbers need to be confirmed prior to the date of the final balance. You can increase your numbers after this date, if you wish to decrease your numbers please contact us.
- c. Payments can be made via bank transfer or contacting the office to pay by debit /credit card. We cannot accept individual payments from members of your group due to the high cost of processing and banking them. We do not accept payment by American Express.
- d. Deposits are non-refundable should cancellation be made by you. Please note that any members of your party failing to turn up for your activity day will not be subject to a refund.
- e. All our prices are based on 20% VAT, we reserve the right to increase our prices in line with any Government VAT increase. The increase would be charged on all existing and future bookings.

## If you change your Booking:

- a. If, after our booking confirmation has been issued, you wish to change your booking in anyway, we will do our utmost to make these changes, but it may not always be possible.
- b. If any changes are made to your booking a new booking confirmation will be issued.

## If you cancel your Booking:

- a. If you wish to cancel your booking, we must receive written notification from the lead name, the deposit is non-refundable.

## If we cancel your Booking:

- a. We reserve the right to cancel your booking, if payments have not been received, but we will endeavour to contact you before cancelling.
- b. In the event of met office warnings for high winds/snow in the interests of Health & Safety we may have to close our activity site. In the unlikely event we will contact you at least 48 hours in advance of arrival to discuss your options:
  - Re-arrange for an alternative date subject to availability
  - Full refund
- c. We will not be liable for any failure or delay in performing our obligations where that failure or delay is caused by or arising from events or circumstances beyond our reasonable control. Such causes include, but are not limited to, acts of God, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, floods, unusually severe weather conditions, fire, explosion, earthquakes, subsidence, acts of terrorism (threatened or actual) acts of war, (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond our reasonable control.



### **Covid 19 Cancellation Policy**

- a. If your booking is unable to go ahead on the planned date due to a national lockdown or if Oaker Wood is closed due to local Tier restrictions, you will be entitled to transfer any monies paid to a new date or receive a full refund.
- b. If Oaker Wood is open but you are unable to visit due to your home location being in lockdown or travel restrictions you will be entitled to transfer any monies paid to a new date, or a full refund.
- c. If you have to cancel because you or any other member of your group is self-isolating/or do not wish to travel we can transfer your deposit to a suitable date but are unable to give a refund in these circumstances.

### **Data Protection:**

We will use and process your data in accordance with our Privacy Policy which can be found on our website