

# Booking Terms and Conditions

## BOOKINGS

### Please note:

On the day of the event a deposit of £100 per group will be required upon check in, this deposit is fully refundable after the quad biking session, provided the quad bikes return undamaged by your group. In the unlikely event that a member of your group damages a quad bike, the deposit will be retained to put towards the cost of any damage caused.

All bookings are subject to availability. Should your first choice of date not be available an alternative will be offered.

A £10 per person deposit will secure your places for seven days from date of making the booking, after which the full amount becomes due. Your deposit will not be refunded if you do not confirm your booking on time.

Customers of third party agencies should be aware that they have made a contract with the agency to provide their services, Skirmish provides those services on behalf of those agencies, any questions about price, availability or services should be directed to the Agency.

On receipt of payment you will receive an email confirming your booking, this email will include information on how to find Skirmish Bristol, start times and contact details. If required copy of our consent form will also be included so all party members can read and sign before the event date.

If you have not received your confirmation email within 24 hours please contact us.

## CANCELLATION POLICY

14 days or more notice before your event date a full refund will be given.

Should your entire party fail to arrive or participate on the day, you will be deemed to have cancelled your booking without notice, at which time no refund or credit note shall be offered.

Cancellations and changes may be made verbally, over the phone, to our booking office. We may ask that you also provide a written proof of your wish to cancel or make changes, subject to our requirements. Regrettably, email cancellations and changes are not accepted at this time.

## PAYMENT

Bookings can be paid for online via the booking system or via telephone to the booking office. If you are making your booking more than 4 weeks in advance we will also accept cheques. Should you have a credit note or gift voucher this must be mentioned at time of booking, and cannot be accepted online at this time.

Onsite you can pay with cash or we accept all major credit / debit cards except American Express. No cheque payments accepted on site.

## GROUP BOOKINGS & ORGANISER DISCOUNTS

If there are no bookings on your chosen date, we require a minimum of 5 participants. Groups with less than 5 participants are welcome to book with us, and should your chosen date be unavailable we will offer alternative dates for your day.

Group discounts can only be applied at the time of booking and is dependent on the number of participant that play on the day. If at any time after your booking the size of your group is reduced your discount will be re-assessed. If the size of your group is smaller than the minimum requirement on the day you play the full fee will be required.

If you have arranged a private or insular party and on the day your group size is smaller than the minimum requirement the full fee will be required, otherwise you shall forfeit your private party.

Organiser discounts can only be applied at the time of booking and is dependent on the number of participant that play on the day.

## **BAD WEATHER**

As with all outdoor events, we cannot predict the weather and on the rare occasion your booking is cancelled by us due to bad weather or other unavoidable circumstances your booking will be rescheduled to a mutually convenient date up to 3 months from the date of your original booking or a refund can be requested. Unless we contact you to inform you that the site is closed due to bad weather or other circumstances your session will take place. If you choose not to participate when we are open, you will be deemed to have cancelled your booking without notice, and as per our cancellation policy you shall forfeit any right to a refund or credit note. If in doubt call the booking office to check.

## **AGE LIMIT**

The minimum age to participate is 18 years old, due to insurance purposes.

Participants that are found to be under the age of 18 on the day will be refused entry the day. In this case no refund will be offered..

## **ARRIVAL TIMES**

Please arrive at least 15 minutes before your designated start time to ensure you are not late for the safety briefing. All participants must attend the safety briefing before they Participate. If you are going to be late you must inform us in advance of your start time or your booking may be deemed to be cancelled.

Any group or individual arriving later than the allotted time slot will forfeit their time slot, and will, if possible, be rescheduled to the next available time slot on that day. If no other Time slot is available on the day of the event then you will be issued a credit note, no refund will be offered for late participants

## **REFUNDS**

All refund requests must be made in writing and sent via post or email.

All refund requests will be investigated and a decision will be made on an individual basis.

All refunds will be limited to a maximum amount equal to what you have paid us.

No claims for additional costs or inconvenience will be considered. If you are offered an alternative date, event or product and you accept, no additional refund or compensation will be considered.

# DATA PROTECTION

Skirmish Bristol complies fully with the Data Protection Act 1998.

The data we collect and store relating to you is used primarily to deliver our service to you. Your personal data will be processed fairly and lawfully and stored securely.

We do not store your credit / debit card information.

Your personal data will not be sold or given to any third parties unless required by law.

# SITE RULES

All players must abide by the rules and regulations specified on the disclaimer form that all players must read and sign before playing.

It is the responsibility of the person signing the consent form to inform us of any medical condition or dietary requirement of the person named. We will not be held responsible for any failure to disclose information that is required for the wellbeing of any participant.

We cannot give consent for any person with a medical condition to participate; this is the responsibility of the individual.

All players must obey the directions and instructions of all Skirmish Bristol staff.

We reserve the right to exclude anyone deemed to be under age, unfit to participate because of physical or mental impairment, under the influence of drugs or alcohol, aggressive and or abusive or considered to be a danger to themselves or others.

Only safety equipment supplied by Skirmish Bristol on the day of your event may be used.

If anyone is excluded for any of the above reasons their booking is deemed to have been cancelled without notice.

All bookings with Skirmish Bristol will be subject to these terms and conditions without exception.