

# Terms and Conditions

Thank you for booking with Beyond Fitness PT, please kindly read our Terms and Conditions below.

## Terms and Conditions

Our Terms and Conditions are available during your booking process. It is your responsibility that all persons on the booking are aware of these Terms and Conditions. Once your booking is confirmed with payment you have accepted these terms and you agree to the following:

Although all reasonable steps have been taken to ensure the safety of people participating in our activities, individuals do so at their own risk.

Our leaders are trained and assessed to guide you safely. However, customers need to accept that there are risks involved in any outdoor activity.

All participants must abide by instructions issued by leaders, including health and safety instructions. Anyone failing to abide by these instructions may be asked to leave the activity if, in the opinion of the leaders, their actions could jeopardise anyone in the group.

If anyone leaves an event before the finish, either by agreement or having been asked to, the leader or leaders' duty of care will cease at that point.

## Medical Consent Form

Each participant is required to submit a Medical Consent form prior to the experience.

## Kit

An appropriate kit list is provided for your experience. Most items you will find in your wardrobe or you can borrow from friends. If you bring all items with you, we can kit check and pack before you start your experience once we have a weather update. Please check your own kit prior to arrival ensuring you have all your items.

## Food and Drink

You will need to bring enough food and fluids with you to ensure you can complete your experience. We do not provide refreshments.

## Meeting Points

We understand that travel and parking can take an effect on your meeting point and arrival time. If you are running late please inform your leader as soon as possible.

We kindly ask that you use the Google Drop pin / What3Words provided to you and not the postcode. Postcodes in Wales will not always take you to the exact location.

Just to remind you that the Snowdonia National Park is low on signal and 4G so kindly pre-plan your route to your meeting point and allocate enough time for arrival.

### **Late Arrivals**

All participants must arrive at the designated meeting point at least 10 minutes prior to their experience commencement time. Failure to arrive at or before the scheduled time will not entitle you to a refund or any extended time on your experience. Your experience will finish as previously scheduled at the time of booking.

### **Environment**

The impact that we all have on the environment can be substantial. We work hard to keep our impact to a minimum; our processes and back-office systems, our travel plans, our time in the outdoors planning the events, and the events themselves. We expect our participants to adhere to the simple guideline that we leave nothing behind. Anything that is carried on an event is taken back with us. No material, rubbish or items of any kind will be left behind, this includes banana skins, apple cores or any other matter. Noise should be kept at an acceptable level for the time of day and location. Leave only footprints, take only photographs and memories.

### **Dogs**

We sometimes able to allow dogs onto our walks. However, if you wish to bring your dog with you on an event, then you must let us know beforehand. Failure to do so might mean that you will be unable to take part in the event as the event or route may not be suitable for dogs.

Dogs must always be kept on a short lead and must always be under control and well behaved and you must take responsibility for your dog.

Some of the accommodation we use for our longer events do not allow dogs, so we may need to find alternative accommodation, and this may affect the price of your place on the event.

### **Weather**

As a qualified and experienced professional we understand how the weather can impact your experience. We have access to live weather data and may need to contact you prior to your experience with a weather update to ensure you are fully prepared for the conditions ahead. We can carry out most experiences in most weathers. However, if we do have a concerning weather outlook we will be in touch as soon as possible. We may need to alter your planned route or reschedule your experience. We do not offer refunds due to circumstances beyond our control, but will always honour your booking where we can.

If for any reason the weather does take a turn for the worse during your experience, we are qualified to safely guide you off the mountain to a safe place.

You can also check the mountain conditions via the Met Office Mountain Weather Forecast.

### **Payments and Booking**

To confirm an experience, full payment is required. When you make a full payment your booking will be taken as confirmed and a binding contract between you and us will come into existence. A booking confirmation will be sent in the form of email to the person named on the booking.

You may pay monies due using the following methods:

- by the online booking system
- by bank transfer (details available on request)

### **If we change your course booking**

Whilst every attempt is made to ensure that your course is run, we will notify you of any cancellation as soon as possible where we believe there are reasonable grounds that cancellation is necessary due to dangerous and / or unsuitable conditions for the activity. In the unlikely event that we have to cancel your course, you will be offered either a full refund or another course date. We will not be liable for any travel or accommodation related expenses.

### **If you cancel your booking**

If you want to cancel your booking you must inform Beyond Fitness PT in writing as soon as possible. Your notice of cancellation will take effect when it is received. As we incur costs from the time of your confirmed booking, your payment will go towards our cancellation fees and no refund will be offered.

### **Liability Insurance and loss**

We have full Public Liability Insurance and whilst every effort will be taken to ensure participants safety on the day, it must be understood that our activities always contain an element of risk that is beyond our control.

We would advise you to take out your own Personal Accident / Cancellation Insurance. If you already have insurance, check that it covers you for the activity that you are undertaking.

We do not include any personal accident, cancellation, third party liability or personal insurance. We will accept no responsibility whatsoever in respect of loss or damage to personal property.