



Journey Wilder Booking Terms and Conditions.

General

- All bookings are subject to availability and confirmation.
- A reservation is considered complete upon your receipt of a booking confirmation email.
- Participants are responsible for obtaining any necessary travel documents and complying with all travel regulations.
- Participants must provide information to Journey Wilder about their skills and previous experience in the activity if asked, to help determine their competence and suitability for the activity.
- Unless otherwise stated all our adventures are for women only, and participants must be over 18 years of age at the time of attendance.
- Where an event states families are welcome, all under-18s must be accompanied by a paying adult **who must accompany them and will remain responsible for them at all times.**
- All our events are NOT suitable for pets. Only assistance dogs are permitted – please get in touch to discuss this with us before booking.
- Participants are responsible for regularly checking communication channels (email, website, etc.) for updates and important information regarding the event.
- Participants are advised to take out appropriate personal accident and cancellation insurance for their activity.

Payment for trips and adventures

- Payment for trips costing under £400 is due in full at the time of booking. If this is a problem please email us and we will try to set up a split payment for you.
- Trips costing £400 and over will be paid in two parts.
 - A 60% non-refundable deposit is due at the time of booking.
 - The remaining balance will be invoiced in the January of the year the trip is due to take place. Final balances must be paid by 31st January.
 - Trips booked after 31st January (of the year the trip is due to take place) must be paid in full at the time of booking).

What's included in our trips and activities?

Our prices include -

- An Instructor/leader to guide you on your trip
- Where relevant - any pre-booked accommodation, as detailed in the trip description on our website.
- Where relevant - any pre-booked ferries or other transport, as detailed in the trip description on our website.
- Where relevant - any pre-booked baggage-transfer service between accommodations, as detailed in the trip description on our website.
- Where relevant - **specialist equipment** as needed to undertake the activity. Please check the event details listed on our website and your booking emails for detailed information.

Our prices do **not** include -

- Food or drink for the duration of your trip.
- Transport to and from the start and end points of your trip.
- Any transfer, accommodation or other additional costs that arise if you drop out of a trip, or need to skip a part of your adventure with us.
- Personal clothing and equipment. A suggested kit list is available to guide you and we are very happy to offer advice – please get in touch.

Changes made by Journey Wilder

Journey Wilder reserves the right to make changes to your trip or activity at any time. In the unlikely event that your booking needs to be changed or cancelled by Journey Wilder, participants will be contacted as soon as possible by phone and/or email.

- Journey Wilder reserves the right to alter itineraries due to weather conditions, safety concerns, the ability of group members or other unforeseen circumstances. In this instance, and so long as a similar trip goes ahead, no refunds will be offered.
- In the event that Journey Wilder cancels your trip before it starts, participants will be offered an alternate date or a full refund for the cost of the event.
- In the event of cancellation part-way through your trip, where possible Journey Wilder will offer a part refund at our discretion.
- Any additional travel, accommodation or other costs incurred by the participant will not be covered by Journey Wilder. You are advised to arrange personal travel insurance to cover this.

Force Majeure

If Journey Wilder is unable to run a trip or adventure due to strikes, transmission failure, "Acts of God," (such as floods, pandemics, storms and earthquakes) or other reasonably unforeseeable events, Journey Wilder will endeavour to offer a part refund once our costs have been covered.

Changes by the participant

Cancellation by the participant must be given in writing. Our cancellation policy is as follows -

- Full refund - cancellations made within 14 days of booking.
- No Refund - cancellations made 14 days or more after booking are non-refundable and non-transferable.

You are advised to arrange personal travel insurance to cover your trip.

Equipment and clothing.

Participants must consult the equipment list provided and follow other instructions provided to them by Journey Wilder before the activity, to ensure that they are appropriately prepared for the activity.

- All equipment provided by the participant must be fit for purpose.
- If your Journey Wilder leader deems your personal clothing or equipment to be unsuitable for the activities being undertaken then Journey Wilder

reserves the right to withdraw you from the activity unless suitable equipment can be sourced. No refunds will be issued.

- Journey Wilder encourages participants to get in touch to discuss equipment and clothing choices before the event - please reach us via our website.

Fitness and health

Participants should carefully consider the trip information provided before booking to ensure they are fit and well enough to undertake the trip or activity being booked. Journey Wilder staff are very happy to answer any queries or concerns you may have - please contact us via our website or social media channels.

- If you are unable to complete the booked activities due to poor fitness, illness, injuries or health issues we will be unable to issue any refunds.
- Participants must fill in and return the Medical and Emergency Form to Journey Wilder to participate in our events and activities.
- Participants must disclose information on any relevant medical condition or treatment that may have a bearing on their ability to take part in the booked activities.

Safety and Insurance

All Journey Wilder leaders and instructors hold relevant qualifications for the activities being undertaken. All our events are designed in line with the remit of these awards and have been risk-assessed.

By taking part in Journey Wilder events you are agreeing to the following statement -

“I realise and accept that Outdoor Adventure Activities are activities, which by their very nature carry a danger of personal injury or death. I am aware of, and accept these risks and will be responsible for my actions and involvement in such activities. While on the course and under the care of Journey Wilder, I agree to abide by any instructions and decisions made by the instructor regarding individuals and the group as a whole. If I choose to disregard any advice given by Journey Wilder staff or leaders before, during or after the course, I do so voluntarily and accept liability for all resulting injuries or damage. I understand that Journey Wilder accepts no responsibility for accidents or injury to

participants or for loss of or damage to personal effects unless caused by negligence on the part of Journey Wilder and its leaders.”

- Any participant on our courses who acts in contravention of the decisions or advice of their trip leader, or who undertakes independent activities during the booked trip period, forfeits all professional protection and duty of care from the leader and Journey Wilder. We recognise that participants may wish to undertake activities (like wild swimming) which are beyond both the scope of the Journey Wilder leader's qualifications and our insurance. As a responsible adult, you have the freedom to undertake such activities at your own risk.
- Journey Wilder reserves the right to exclude any member from participating in planned activities if they might endanger the success or safety of the rest of the party through behavioural issues, lack of fitness, ill health or dangerous technique or if they are believed to be under the influence of drugs or alcohol. In these circumstances, no refunds can be given.

Journey Wilder holds full Public Liability insurance. Due to the nature of the activities involved, it is recommended that participants are also covered by their own Personal Accident/Cancellation insurance.

By booking an event with Journey Wilder, participants acknowledge and agree to these terms and conditions. Please carefully review these terms before booking with us.