

# Terms & Conditions of Booking

In the following Terms and Conditions "The Client" means each group member or individual or their respective parents or guardians, and "we", "our", "us", "ourselves" means The TYF Group and any associated staff.

## 1. Making a booking

A booking will not become confirmed until payment in full is received.

## 2. Payment

Full payment is required upon booking. Payment can be made in the form of cash, cheque or credit/debit card over the telephone. When payment by telephone is made, a completed booking form must be sent by the client to TYF confirming that the terms and conditions have been accepted.

## 3. Changes by you

Any changes made to a confirmed booking by the Client must be made in writing to us. Wherever possible, we will try to accommodate the changes. Any price increases incurred through the change in arrangements must be paid in full immediately. No refund will be given if the price is lower than the originally agreed price.

## 4. Cancellation by you

In the event of the client wishing to cancel a confirmed booking the following charges will apply. A cancellation is only effective when we receive written notification from the client.

Period to commencement	Cancellation Charge
55 – 28 days prior	50%
27 – 14 days prior	75%
13 – 0 days prior	100%

## 5. Changes by us

We reserve the right to make changes at any time to the courses and services we provide which become necessary due to circumstances beyond our control.

## 6. Cancellation by us

In the event of cancellation by us we will firstly offer an alternative package or date and if unacceptable to the client we will refund full payment.

## 7. Price Changes

We reserve the right to alter the price of any service offered at any time if this proves to be necessary, we will endeavor to give the client early notification of such increase.

## 8. Weather

Most activities take place regardless of the weather conditions. However we reserve the right to alter the course content and provide a modified programme and occasionally offer different activities. In the event of us being unable to deliver a course we will provide the client with an alternative date or a credit note to the full value and if unsuitable to the client we will provide a refund to the full value of the cancelled services.

## 9. Gift Vouchers

Gift vouchers are to be paid for in full at time of purchase. Gift vouchers expire one year from the date of purchase. Gift vouchers can not be redeemed for cash value, although may be redeemed against an alternative product from us. Any price difference between the voucher and the cost of the alternative product must be paid immediately. No refund will be given if a lower priced product is selected.

## 10. Liability

We will not accept liability for personal injury sustained by participants.

## 11. Client Safety

The Client will at all times during the course, in the interest of safety promptly comply with all reasonable instructions or advice given to him by us. If the client fails to comply with such instructions or advice, we reserve the right to exclude the client from the course or refuse carriage of him at any time and does not accept any responsibility for any liability, loss expenses or damages arising because of the client's failure to comply. Any monies paid by the client are not returnable.

## 12. Nuisance and Abusive Clients

We reserve the right to exclude a client from a course and refuse carriage if we believe the client to be causing a nuisance or to be abusive to the staff and other clients on the course. We do not accept any responsibility for any liability, loss expenses or damages arising from the nuisance or abusive behavior of the client. Any monies paid by the client are not returnable.

## 13. Alcohol & Drugs

Alcohol must not be consumed before the commencement of activities, during activities or during any breaks in the day's activities. If the client is found in possession of any illegal drug whilst on the premises the appropriate action will be taken. We reserve the right to exclude the client from any services provided by ourselves, if we feel the client is unfit to participate in the service on offer. Whilst at Twr-y-Felin Hotel only alcohol

purchased on the premises may be consumed.

## 14. Client Fitness

The Client must fill in a medical declaration form on the day of his/her activity. If the client, in our opinion, is not considered to be sufficiently well, fit or able for the course in the interest of safety we reserve the right to exclude the Client from the course at any time, either before or during the course, in which case it is agreed there shall be no liability to us for any damages, loss or expensed and any monies paid by the Client are not refundable.

## 15. Client Belongings

We do not accept any responsibility of any kind for the client's property of any description, including monies, luggage, baggage and vehicle. Property must in all circumstances be the sole responsibility of the client.

## 16. The TYF Group Property

The client shall be liable for any damages occurred to our property. The client will be asked to pay the cost of making good the damage prior to the course/service end.

## 17. Supervision of minors

Party leaders including teachers and other adults who accompany a group of minors agree to act 'in loco parentis' at all times. We will be responsible for activity instruction only. Party leaders who accompany the group will be responsible for the discipline and adequate supervision of all group members outside of activity instruction time.