

Booking Terms & Conditions:

General:

All bookings are accepted under Peak Activity Services Ltd. booking terms and conditions.

Payment:

Payments can be made by cheque, bank transfer, credit card, debit card or PayPal dependent on the type of booking. Payment via proforma invoice is available providing deposits and balances are paid in advance of the activity date as detailed below. Post-activity payment via invoice is available under certain circumstances and with prior agreement of Peak Activity Services Ltd. Please make this requirement known at the time of booking.

Deposit – Group Bookings:

A deposit is required at the time of booking to the value or 50% of the total activity cost, with the remaining balance being due no later than 4 weeks prior to the date of the activity. If the booking is made within 8 weeks of the activity date, then payment in full is required. This deposit is non-refundable but may be transferred to another date if the activity is postponed no later than 4 weeks prior to the originally scheduled date. If the balance is not received by the specified date, we reserve the right to cancel your booking and your deposit will be forfeited, unless the delay in your payment has been agreed. We will exercise our statutory right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed terms. Court proceedings may even be taken to cover monies not paid.

Confirmation:

Bookings are provisional until the deposit has been paid and a confirmation email has been provided by Peak Activity Services Ltd.

Changes to a Booking:

Alterations may be made to your booking, but they will be subject to an administration fee of £25. Any alterations must be made via Peak Activity Services Ltd. head office in writing or via email.

Cancellation of Booking by the Client:

Cancellation charges are as follow:

- Up to eight weeks prior to the activity date = Nil.
- Between 8 & 4 weeks prior to the activity date = 50% of full booking value.
- Less than 4 weeks prior to the activity date = 100% of the full booking value

Amendments to Booking by Peak under Force Majeure:

We reserve the right to cancel or amend activity programmes in the event of occurrences outside of our reasonable control that may have a detrimental effect on the safety and enjoyment of our participants. This includes but is not limited to land closure, flooding, extremes of weather and dangerous or disruptive behaviour. We will endeavor to provide alternative activities/venues or reschedule the event for a future date as appropriate. Any credit notes provided are valid for 12 months from the date of issue.

Cancellation of Booking by Peak:

We reserve the right to cancel a booking at any time. You will be entitled to a full refund of all payments made to Peak Activity Services Ltd. No other compensation is payable.

Visiting Staff:

Visiting staff are not expected to know any more about the activity than the other participants and are not expected to assist in the running of the activity, unless previously agreed in writing between both parties. It is expected that they will continue to take responsibility for the general behaviour and well being of the group, thus allowing the instructor to give all their time to ensuring that the group obtain maximum benefit and enjoyment from the activity.

General Health of Participants:

All course organisers are asked to highlight any special needs or health problems of participants at the time of booking. If it is considered that a person's health may influence their ability to participate in an activity then further information will be sought to clarify and agree their level of participation.

Safety:

Peak Activity Services Ltd. are only responsible for the safety of any participants whilst under instruction or in transport by our staff.

Personal Property & Travel Insurance:

Peak Activity Services Ltd. do not accept any responsibility for loss, theft or damage to personal belongings. We strongly advise our clients to take out appropriate travel/event insurance to cover any unforeseen eventualities.

Personal Accident Insurance:

Peak Activity Services Ltd. are covered by public liability insurance through: Activities Industry Mutual Limited. A copy of our certificate of liability is available upon request.

Alcohol & Drugs:

We have a zero-tolerance policy with regards to alcohol and drugs. If any group or individual participant arrives to take part in an activity and appears to be under the influence of drugs or alcohol, our instructor in charge will cancel the activity.