



Wilderness Outdoor Education Ltd

Terms & Conditions

We want you to be completely satisfied with your Wilderness Outdoor Education Booking. Below are our terms and conditions, which let you know what you can expect from us, and what we expect from you. Please take the time to read through them before you book. If you have any questions, please contact us to discuss them.

Payments

Deposits are due 24 weeks ahead of the first day of the course, or when a booking is confirmed if less than this. For school courses the deposit is £50 per child, and for other groups 25% of the total cost. The deposit is non-refundable.

The balance will be invoiced 6 weeks ahead of the first day of the course. Invoices are payable within 14 days of the date sent.

Cancellations

Cancellations are to be notified in writing or by email not less than 28 days prior to the first day of the course.

If a cancellation is made between 14 and 28 days prior to the first day of the course a 50% refund will be given.

With less than 14 days notice, no refund will be given.

Safety Statement & Insurance

All Wilderness OE courses are covered by our Public Liability Insurance. We recommend that you arrange your own cover for personal accident or loss/damage to belongings if required.

Activities

Every attempt will be made to run a programme as agreed. However, weather conditions and other factors beyond our control can prevent this from happening. We reserve the right to change the activity programme without notice if needed.

Responsibilities

Group leaders (teachers) are 'in loco parentis' for all young people while they with Wilderness, and take responsibility for the participants' behaviour and conduct during their stay.

All leaders must be over 18 years old, and it is expected that they DBS checked.

Group leaders are responsible for appropriate supervision during non-activity time, including overnight.

Group leaders must ensure that they have consent for the trip from the parent or guardian of each young person, and that they have appropriate medical information for each participant.

Participants should have a reasonable level of fitness to cope with the activities and environment. Please inform us in advance of any medical conditions, illness or disability that might affect an individual, so we can discuss their needs and make appropriate arrangements.

All participants are expected to follow reasonable instructions from Wilderness staff and their own leaders. We reserve the right to exclude a participant on the basis of their behaviour or conduct. In certain circumstances we may require the participant to be removed from the centre. There will be no refunds in this situation.

Privacy statement and Data protection

We may hold personal information, medical information, dietary requirements and consent information before and during your course. Other than to meet legal or regulatory requirements we do not share this information with external bodies (other than the school or group that provides it to us). See our Privacy Policy for further information.