



## Booking Terms and Conditions 2024

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### Booking Policy

- i. It is advisable to make any bookings in advance to avoid disappointment.
- ii. The named person who makes the booking must be 18 years old or above. This person is responsible for making sure that the terms of booking are adhered to.
- iii. Please check all personal details at the time of booking. We cannot take responsibility for booking or personal detail errors. All address and contact information must be correct at the time of booking for a successful payment to be processed, and so that we are able to communicate with you. Failure to supply the correct contact information may result in the activity going ahead without you, and without a refund being offered.
- iv. Lizard Adventure operates from a number of different locations, none of which can be specifically chosen at the time of booking, with the exception of Hayle Estuary. We will instead notify you of your session location and meet time via a text message and email the day before your booking. This will ensure that we are able to deliver your chosen activity at the best and safest conditions on your chosen day(s).
- v. Lizard Adventure will continue to operate if it is raining, or the weather is adverse, but safe. We will only cancel and rearrange sessions should the sea and weather conditions on the day pose a danger to life.
- vi. All activities must be paid in full prior to the start of your session. Failure to do so may result in you unable to take part.
- vii. Participants must be of good health and should be aware that they will undertake adventurous and strenuous activity. Medical declarations must be completed prior to the start of the activity. All prior injuries and serious illness must be detailed on the booking form or discussed with the guide on the day. If a participant is, in our opinion, not considered to be sufficiently well, fit, or able to partake in the course, in the interests of safety we reserve the right to exclude the participant from the course. In this case it is agreed that there will be no liability for any damages, loss or expenses, and any monies paid by the client are not refundable.
- viii. All clients must disclose any medical issues during the booking process, or to the guide on the day, that may impact or prohibit their participation in the activity.
- ix. All participants, whilst using our equipment, take full responsibility of said equipment for the entire duration of use. It must be returned to us in the same condition you received it. Should there be any damage to the equipment whilst in your use, you will be liable to pay for any repairs or replacements.
- x. Whilst Lizard Adventure will take all necessary precautions to reduce risk; we cannot eliminate all these risks without undermining the adventure experience or the reason for taking part. Before you undertake any activities with Lizard Adventure you will be required to complete a waiver either online or in person, in which you accept risks involved for yourself and your group members and agree to follow all the safety instructions closely. You need to bring suitable footwear and clothing as advised on booking and wear the safety equipment provided.
- xi. Lizard Adventure will show the upmost duty of care to all individuals in our activities in accordance with our health and safety policy, EAP, and NOP. However, we will not be responsible for damage to a third party (person or property).
- xii. Lizard Adventure will not accept liability for injury sustained by participants.
- xiii. Lizard Adventure will put safety above all other concerns. If we deem any individual or group unfit to take part, or to be a danger to yourself or others, then you will be refused participation, or asked to leave, without a refund.
- xiv. Lizard Adventure and its staff will not accept foul language or abusive behaviour towards staff or others
- xv. When booking online, you shall receive email confirmation of any bookings you have made. Should you make a booking over the phone or face to face, you shall also receive email confirmation of your booking unless told otherwise.

## Cancellation Policy

- i. Should you not turn up for your booked activity, and not communicate this to us, a refund will not be given.
- ii. We cannot wait for anyone who arrives late for their booked activity. Your guide will continue with the activity times as stated without you, and you will not be offered a refund. If you turn up and the guide has left with the rest of the group, you can call us and we can try to rearrange your activity based on availability but cannot promise anything.
- iii. Should you be unable to attend your booked activity, and you communicate this with us within 72 hours of your activity going ahead, we will do our best to reschedule your booking free of charge. Should you be unable to reschedule, we can offer you a voucher for your activity to be used within 2 years of the date if your original booking. A refund will not be given.
- iv. Should you have to cancel your booking before 72 hours of your booking, we will offer to reschedule your booking free of charge, offer a voucher for the total amount of your booking with a 2-year expiry date, or offer you a full refund should you have justifiable cause for not attending.
- v. Should Lizard Adventure have cancelled your activity as a result of unsafe sea and/or weather conditions, we will offer to reschedule your booking, offer you a voucher for your activity to be used within 2 years of the date if your original booking. Should you not want either of those, we will offer you a full refund.
- vi. Lizard Adventure will not cancel as a result of the rain. However, we will cancel if the sea and weather conditions are deemed detrimental and unsafe to participants.
- vii. **[school bookings only]** A school will be liable for payment in full should they cancel an activity day within 28 days (including weekends) of the activity day date.
- viii. **[school bookings only]** In the event that after school activity clubs are cancelled by Lizard Adventure due to unsafe sea and weather conditions, all students will be offered a group activity voucher with Lizard Adventure, or a group surf lesson voucher with Global Boarders Surf School, redeemable within 1 year of issue.
- ix. **[all bookings]** In the event of a national pandemic, such as COVID-19, and you are unable to attend, or we are unable to deliver any of your activities due to government travel restrictions and guidelines, we will issue you with a full refund for any monies paid to date.

## Complaints Policy

- i. Lizard Adventure is committed to offering the very best in adventure activity provision and customer service, and thus committed to effectively, efficiently, and fairly handling all complaints.
- ii. If you are unhappy with any of our services, then any complaint will be treated seriously, investigated thoroughly, and dealt with accordingly.
- iii. Customers can make a complaint in writing, email, or by telephone to:

Lizard Adventure  
2 Trevelyan Close  
Goldsithney  
Cornwall  
TR20 9JA

info@lizardadventure.co.uk  
01736 804700

- iv. The circumstances and results of any complaint are analysed thoroughly by senior management for their implications and acted on appropriately so to remove any grounds for complaint in the future by improving the relevant services.