

# Terms & Conditions

## CONDITIONS OF SERVICE

All Nature Beanz Adventures courses are carried out by suitably qualified and experienced staff.

Whilst every reasonable attempt will be made to deliver holiday camps/ events Nature Beanz Adventures/ Education reserves the right to cancel or modify the courses due to weather, safety considerations and/or factors beyond our control.

## LIABILITY AND INSURANCE

We are unable to offer any form of insurance cover other than public liability which covers our holiday camps, events and staff.

## HEALTH AND SAFETY CONSIDERATIONS

Anyone with a medical condition must seek medical advice before considering participating. They should also make Nature Beanz Adventurees aware of this prior to the course date.

Relevant consent forms will need to be completed before any person commences any of our Holiday Camps and links can be found on our website.

Nature Beanz Adventures reserves the right to refuse participation to anyone considered to be a risk to other children, adults and staff

Our staff may require any participant to leave the course if that person acts in any such manner as to endanger him/herself or any other person at holiday camp

## DISABILITIES

Disabled or less able persons are welcome to participate in our holiday camps. Please send details of your specific needs to Nature Beanz Adventures at the time of booking or get in touch to discuss prior to booking.

Our staff must be informed of any medical conditions (asthma, epilepsy, diabetes, allergies, injuries etc) or any other special needs of any/all participants before any course start date.( 2 weeks before)

## **BOOKINGS AND PAYMENTS**

A booking is only accepted upon receipt of the appropriate payment. Any course costing less than £500 will require payment in full at the time of booking. Any course booked within two weeks of the course date will require payment in full at the time of booking. Any course costing more than £500 will require a deposit of 50% on booking and the remaining 50% no later than two weeks before the course start date unless the fee is part of an agreed bespoke activity of a value greater than £1000.00 which will require full payment prior to the activity/course/event or different terms have been agreed and accepted in writing beforehand.

We may request a small non - refundable deposit for courses, bookings, or activities with the remaining balance due no less than two weeks before the activity date.

## **CANCELLATIONS, REFUNDS OR TRANSFERS**

We state clearly on our website that you should read our terms and conditions and they are freely available to view or download. **NO** refund will be available if you need to cancel once your booking is made. If you do cancel, every effort will be made to book you onto an alternative date for your chosen activity or to another activity of the same monetary value. We understand personal circumstances change and we always strive to accommodate our client's arrangements and requests.

You are advised to take out suitable insurance to cover you for your relevant course or activity. In the unlikely event that we cancel a course, a full refund will be made, by BACS, within 28 days of notification to you by Nature Beanz Adventures or you may arrange an alternative date or redeem your course fee for Hike and Bike Snowdonia vouchers.

## **CLIENTS**

We don't discriminate in any way, shape, or form. Our approach is that people are just people, and we treat everyone with the same welcoming, friendly, and professional approach regardless of your skin colour, religion, age, sexuality, or anything else. However, we do ask that you treat us with the same values! All our staff are very experienced and the questions we ask or the way we do our job is to give you the best and safest experience.