

Adventure Carrick is not a company it is a promotional name for activities provided by the Adventure Centre for Education (ACE). Our adventure activity license and insurance are under the trading name of the Adventure Centre for Education (ACE)

Adventure Carrick/Adventure Centre for Education (ACE) Booking Conditions

These are designed to ensure safety, clarity and fairness to all parties and to ensure your experience, from initial enquiry until your return home after your venture, is the very best we can provide.

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Adventure Centre for Education (ACE) relationship with you in relation to this website.

The term 'Adventure Centre for Education (ACE)', 'Adventure Carrick' or 'us' or 'we' refers to the owner of the website whose registered office is Adventure Centre for Education (ACE) Unit 4, 12 Ladywell Avenue, Girvan, KA26 9BT. The term 'you' refers to the user or viewer of our website.

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You may not create a link to this website from another website or document without Adventure Centre for Education (ACE) prior written consent.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of Scotland, N. Ireland, Wales and England.

Terms and Conditions of Sale

The following terms and conditions apply only to the website managed by Adventure Centre for Education (ACE) Ltd

Prices

All prices shown on the website are in £ sterling. You may pay by any major credit or debit card. We are under no obligation to accept your order. Prices, offers and products are subject to availability and may change at any time.

Payment

Payment must be in full for the voucher before it is despatched. We accept credit/debit cards

Returns

Under the Distance Selling Regulations, all UK customers have the right to cancel orders placed through the website within fourteen working days of their receipt of the voucher.

Coupon Codes

Only one coupon code can be redeemed at checkout at any one time

Returns/Refunds

If there is a problem receiving vouchers please contact the us on 01465 710077 or email info@adventurecentreforeducation.com. This email address is being protected from spam bots, you need Javascript enabled to view it for further information on how to return the product and obtain a refund.

Remember, we are here to help. If you need assistance with anything please let us know.

1. Booking & payments system

Please complete and return the booking form with a 25% deposit. We reserve the right to refuse a booking or to make changes to advertised prices until the point of confirmation of your venture. If this occurs we will notify you and, if you are not satisfied with this, all monies paid will be returned. Full payment is due 8 weeks prior to commencement of your venture. Bookings made within 8 weeks of any activity/accommodation will require full payment on booking. The price of your course can be varied due to government action, such as charges in VAT or any other government imposed

changes/ currency changes. If you do not pay your balance within the above time scales you may incur further charges in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. Payments can be made by cheque, postal order, bank transfer, Euro cheque or Sterling Bank draft. If the deposit is paid by credit/debit card, the balance will be automatically debited from your card on the due date.

Bookings through our online booking system are made in full. Refunds will be at the discretion of the Adventure Centre for Education (ACE) and the reason for cancellation. Short term cancellations (under 7 days notice) will not receive a refund.

2. Cancellation / Changes by you

Should you wish to change details of your booking after we have confirmed details, we will do our best to help accommodate you. There will be a fixed admin fee of £30 if the change reduces the overall cost. If the change increases the value of the package i.e. further payment is due, then the admin fee will be waived. Should you wish to cancel the event or make a significant change which greatly reduces the package you have booked (i.e. cancel group places or specific elements of your package) the following cancellation schedule will be used to ascertain any outstanding fees.

Cancellation Schedules

More than 14 weeks prior to the start date	Loss of deposit only
Between 10 & 14 weeks prior to the start date	35% of the total cost + Deposit
Between 8 & 10 weeks prior to the start date	60% of the total cost + Deposit
Within 8 weeks of start date or during the event	Full payment is due

3. Cancellation / Changes by us

a) Should we make changes or cancellation due to our inability to provide resources or staff, or when cancellation by others on your course makes continuation unviable or impractical, we will inform you as soon as possible with suggested alternatives. Should these not be satisfactory or suitable for you we will refund all monies within 14 days.

b) We will always strive to provide you with the activity/venue/itinerary stated on your booking form/ confirmation however the very nature of the outdoor environment means that the weather and other unforeseen circumstances can often determine that this is not possible. Examples of possible hindrance may be no water; too much water/ rough seas / wind; landslides, road /river blockage etc. Any changes we are forced to make due to these or similar circumstances will be based on ensuring your safety and providing you with a quality outdoor experience. We will inform you as soon as we have made an assessment that such a change is necessary so we can discuss /arrange suitably comparable alternative activities/venues/itineraries for your day/event/course. Refunds are not normally provided in such circumstances.

c) If, due to Force Majeure we are unable to fulfil our contract with you, you will not be due compensation. This relates to extremely unusual or unforeseeable circumstances beyond our control which generally affect us all. These can include, for example, war, riot, industrial dispute, terrorist

activity and its consequences, natural or nuclear disaster, fire, extreme weather conditions which make normal operations impossible to continue or dangerous.

4. Insurance

Although we have full public liability insurance we recommend that you arrange adequate personal insurance cover for activities, holidays and courses. You should note that many travel insurance policies exclude cover for certain sporting activities, so you should carefully check the terms of any proposed insurance policy to ensure that it meets your requirements.

5. Liability

In the absence of any negligence or other breach of duty by us or our employees and agents, you will be responsible for any loss, theft, injury or damage to your own vehicles, their contents fittings or accessories. In the event of a breach of this contract by Adventure Centre for Education (ACE), we shall not be liable for any loss, damage cost or expense arising out of the breach which was not reasonably foreseeable at the date the contract is made, except in respect of death or personal injury resulting from any act or omission on the part of Adventure Centre for Education (ACE). Adventure Centre for Education (ACE) will only be liable for loss or damage caused by the proven negligence or default of the company or its employees in performing their obligations under this agreement.

ALL participants must be made aware by the person booking the trip that outdoor adventurous activities, carries a degree of risk. While Adventure Centre for Education (ACE) has tried to minimise these risks, there is still a chance that participants may fall into cold water, slip, trip or fall off bikes. Participants will only be accepted on the understanding that they are aware of these risks and wish to participate of their own free will.

6. Health and Safety

It is your responsibility when booking to ensure that you and members of your group are fit enough to cope with the activity and the environment associated with your booking. Clients must inform us prior to the event of any medical condition/illness/disability (including medication which may affect their performance) so we can discuss your needs and make appropriate arrangements. All clients should inform their instructor immediately if they feel unwell during the activity. Clients must adhere to the instructions, guidance and decisions of our instructors as they have specialist knowledge & skills and are committed to keeping you safe. Alcohol or illicit drug use is not permitted prior or during activities. Clients must show respect to equipment, vehicles, buildings, other clients, neighbours, staff and centre rules. Abuse or causing distress to others or loss/damage due to negligence will result in repair / full replacement costs. This may also lead to exclusion from activities / accommodation / courses without refund.

7. No Smoking Policy

Adventure Centre for Education (ACE) have a no smoking policy in all centre buildings and vehicles. This is now supported by law: The Smoking, Health and Social Care (Scotland) Act 2005 and the Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006.

8. Group Leaders / Parents / Guardians

Group Leaders must ensure that all participants and for those under 18 years of age - parents and guardians - have received copies of booking conditions and all activity information & safety points prior to the event. Parent Consent Forms must be completed and returned before the commencement date for the chosen activity. Failure to complete and return these forms on time may result in participants being excluded from activity without refund.

9. Visitors of clients

Please note that only paying clients have access to our facilities / buses. Refusal will not necessarily be denied if permission is sought. Pets are generally excluded on the grounds of others' comfort, health & safety.

10. Service and feedback

We want you to enjoy your experience in the outdoors to its fullest. If you are dissatisfied with any aspect of the service provided by Adventure Centre for Education (ACE) please inform us as soon as possible and we will take appropriate action.

Privacy policy

ADVENTURE CENTRE FOR EDUCATION (ACE) maintains the privacy of all messages and does not transfer personal information to any third party. This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify info@adventurecentreforeducation.com