



TERMS AND CONDITIONS OF BOOKING

- By making your booking with us, you will be regarded as having had the opportunity to have read and understood our Terms and Conditions of Booking and to have actually done so before a contract between us came into existence.
- You accept that the Lead Customer, making your booking has the authority to deal with us on your behalf.
- All participants must be over 18 years old unless participation is approved by their legal guardian.
- No provisional bookings will be taken. Bookings are not considered confirmed until a signed booking form and appropriate payment have been received
- Deposits are non-refundable but may, at the discretion of the company directors, be transferable to another date or product
- Full payment must be received 14 days in advance of the start date of the course/activity/event
- Cancellations made from 7 to 14 days in advance of the start date will incur a cancellation fee of 50% of the total cost of the booking (1 to 7 days incur a cancellation fee of 75% of the total cost of the booking, cancellations made within 24hrs of the start date will incur a cancellation fee of 100% of the total cost of the booking
- If Mayo Adventure Experience has to cancel a booking for any reason the participants will be given as much notice as is possible and will be offered the choice of a full refund or a change of dates
- Participants of activities/courses/events booked with Mayo Adventure Experience will be expected to abide by all health and safety regulations and instructions as outlined by staff at Mayo Adventure Experience all times. Failure to do so will mean immediate removal from the course/activity/event
- Mayo Adventure Experience has full public liability insurance cover for all activities/courses/events provided by the company, details of which are available on request.
- Personal insurance against injury, accident or loss while participating in Mayo Adventure Experience activities/courses/events or for cancellation of travel plans is the responsibility of the client. Mayo Adventure Experience will accept no responsibility for the personal property of clients of Mayo Adventure Experience.
- Mayo Adventure Experience strongly recommend that all Participants take out / hold appropriate, Personal Accident and travel Insurance cover, covering participation in all adventure activities being undertaken.
- We emphasise that some of the events you may book are by their nature inherently dangerous and by participating in these you acknowledge and assume the inherent risks involved.
- The use of alcohol or drugs or being under the influence of alcohol or drugs whilst participating in such events is strictly forbidden.



Our liability

- Our agreement with you and the service we provide to you is to source and book the arrangements for you. The majority of the arrangements will be provided by us, however there are times when we make use of external suppliers. We promise to use all reasonable skill and care in selecting the supplier(s) who will provide your arrangements. We have no responsibility for the provision of the actual arrangements themselves or for the acts or omissions of the supplier(s) concerned or any of its employees, agents, suppliers or subcontractors. Please note it is your responsibility to show that all reasonable skill and care has not been used if you wish to make a claim against us. Please note: we do not exclude any liability for death or personal injury arising as a result of our negligence or that of our employees providing they were at the time acting within the course of their employment with us.
- Some of the services which make up your booking maybe provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the supplier's liability to you.
- Clients with special medical conditions should also check that their GP considers them safe to sail and advise us of any such condition when booking. Necessary medication should be bought with you.
- Some of the activities you may book may require a good level of fitness, strength and endurance. It is your responsibility to ensure that you have the appropriate level. Many events are not recommended for those with any disability, illness or infirmity. If you have an existing medical problem, allergies or disability which may affect your activity you must let us know the details of such condition before you make your booking.
- Failure to comply with above clauses will negate your rights to instigate a course of action or follow on proceedings against us. All reasonable care will be taken by us.

Weather conditions

- As you will appreciate; we have no control over the weather. The provision of favorable weather to allow you to take part in your chosen activities does not form part of our contractual obligations to you. There is always unfortunately the risk that you may be unable to take part in weather dependent activities due to poor weather. If this occurs, you will not be entitled to change or cancel your arrangements without paying our normal charges. We will assist you to find alternative activities or arrangements.

I have read and understand term and conditions of booking with *Mayo Adventure Experience*

First Name : **Surname :**

Signed : **Date :**/...../.....