



Terms and Conditions

Booking and Cancellations

These apply to every person booked onto a Carina Outdoors activity. If you are booking on behalf of a third party, you accept these terms on their behalf and so it is important that you make them aware.

1. **The Rides**

- 1.1** All rides will start with time spent checking the bikes and talking through the route.
- 1.2** The route will be ridden at a pace that is suitable for the whole group, including breaks and time spent on coaching.
- 1.3** Every effort will be made by Carina Outdoors to stick to the scheduled time. As everyone rides at a different pace, it is impossible to predict how long a route will take your group. Where appropriate, rides may be extended to fill the time.

2. **Fees**

- 1.1** All places are reserved by Carina Outdoors receiving a completed booking form and full payment or non-returnable deposit.
- 1.2** Places booked via BEYONK will require the full fee being paid with the booking.
- 1.3** The balance of the fee is payable 14 days prior to the commencement of the activity. In the event that the balance is not paid Carina Outdoors will have the discretion to treat the booking as cancelled by the client and re-sell the course place.
- 1.4** The whole course fee is required to reserve a place for any booking made within 14 days of the commencement of the course.

2. **Cancellation by client**

- 2.1** All cancellations must be in writing.
- 2.2** Once notified by email or letter of the cancellation, Carina Outdoors will endeavour to re-sell the course place(s).
- 2.3** In the event that the course is resold prior to the commencement of the course, the client will receive a full refund less £10 of the course fee to cover administration costs.
- 2.4** In the event that the activity is not resold prior to the commencement of the course, the client will be charged the following cancellation fees:
 - 2.4.1** 50% of the total course fee where cancellation takes place up to 14 days prior to the commencement of the course; or
 - 2.4.2** 100% of the total course fee where cancellation takes place 14 days or less prior to the commencement of the course.
- 2.5** Being late for the activities may result in the activity starting without you, or not going ahead at all. In this case the client will not be refunded.
- 2.6** Booking an activity unsuitable for the age of the participants will result in no activity and no refund.

3. **Cancellation by Carina Outdoors**

- 3.1** Whilst every attempt is made to ensure that activities run, Carina Outdoors will notify the client of cancellation as soon as practicable.
- 3.2** Carina Outdoors will notify the client of cancellation not less than five days prior to the commencement of the activity where numbers as a result of client(s) cancellation failed to reach a workable minimum for the commencement of the activity.
- 3.3** In the event of cancellation, clients will be offered the choice of the following options:



3.3.1 Full refund of the activity fee paid;

3.3.2 Another activity on different dates.

3.4 Activity participants are advised to take out cancellation insurance.

3.5 If Carina Outdoors staff deem the client's bike and / or helmet to be unsuitable for the activity, the client will not be permitted on the ride and no refund will be given.

It is advised that participants on activities take out their own cancellation insurance.