TERMS & CONDITIONS

2027-2028

East Coast Outdoors CIC

www.eastcoastoutdoors.co.uk

NOVEMBER 1, 2026

EAST COAST OUTDOORS CIC
128 City Road, London, EC1V 2NX

1. Definitions

The following definitions apply throughout these terms and conditions.

- **Company: East Coast Outdoors CIC**, company number **11741350**, a Community Interest Company with the following roles:
  - ✓ **Directors:** Stephen Bright and Hannah Mitchell, who are responsible for overseeing all Duke of Edinburgh's Award expeditions and adventurous activities delivered by the Company on behalf of the Client.
  - ✓ **Company Secretary:** Hannah Mitchell, who is responsible for Company matters as defined by Companies House.
  - ✓ **Technical Expert:** appointed by the Company on an annual basis to provide technical guidance and take responsibility for updates to Risk Assessments, Safe Operating Procedures, Gold expeditions and AALA licensing.
  - ✓ **Operations Manager:** Billy Moore, employed to organise all adventurous activities on behalf of East Coast Outdoors CIC.
  - ✓ **Expedition Manager:** a qualified, experienced and insured freelancer recruited by the Company to co-ordinate a DofE expedition on its behalf.
  - ✓ **Expedition Leader:** an experienced freelancer who meets the Company's standards and is recruited to work on a DofE expedition.
- **Client:** the organisation or individual booking the Company to deliver one or more planned events on their behalf, with payment made in accordance with these terms and conditions.
- **Event:** a DofE expedition or adventurous activity booked and specified in the Service Agreement.
- **Agreed start date:** the first day on which the Company delivers expedition activities to participants, as specified in the contract for services.
- **Organisational staff:** staff provided by the Client to offer pastoral support to participants throughout the event.
- **Participant:** a young person aged 12–24 undertaking an activity delivered by the Company, with payment made in accordance with these terms and conditions.
- **DofE or the Award:** the Duke of Edinburgh's Award at Bronze, Silver or Gold level.
- **Policy Documentation:** supplementary information relating to the following:
  - ✓ Risk assessment,
  - ✓ Safe Operating Procedure, and
  - ✓ Safeguarding Policy.
- **Social media:** any platform used to promote the Company's work.
- **Website:** information provided at www.eastcoastoutdoors.co.uk or any other websites owned or operated by the Company.

2. General terms

Agreement and document precedence

- By registering for an expedition with East Coast Outdoors CIC, you agree to comply fully with these general terms and conditions, the Service Agreement and any additional conditions in the Policy Documentation for your event.
- Where these terms and conditions conflict with the activity policy documentation, the order of precedence is: (1) Risk Assessment, (2) Safe Operating Procedures and (3) these general terms and conditions.

- Please seek clarification about anything you do not fully understand and ensure you are aware of your obligations before booking with the Company.

Technical oversight and safety

- The Client acknowledges that the Company acts as the technical expert throughout the expedition.
- Participant welfare and safety are a high priority. Each expedition is carefully assessed to minimise the risk of accidents. The Company's operations and Policy Documentation are inspected by several external bodies and meet accredited good-practice and compliance standards.
- **Free participation places.** The Company provides all Clients with free places under the criteria published at **www.eastcoastoutdoors.co.uk/free-participation-places.**
- The Company reserves the right to cancel, amend or withdraw free participation places at any time, provided it gives Clients appropriate notice of its intention to do so.
- The Company will not withdraw free participation places once they have been offered to participants.
- **Minimum participant numbers.** If numbers fall below 12 participants, East Coast Outdoors CIC will combine the booking with another set of expedition dates within the March–October season.

Equipment, conduct and additional staff costs

- The Client will be charged the full market replacement cost of any lost or broken group kit.
- Participants who breach either of the following will be asked to leave the event for their own safety and that of others, without a refund:
    - the Company's Code of Conduct; or
    - the Client's own behaviour policy.

3. Company responsibilities

The Company is responsible for the staffing, support, safety arrangements and resources set out below.

Freelance staff standards

- The Company vets each freelance staff member to ensure they meet the following minimum standards:
    - ✓ current enhanced DBS certificate,
    - ✓ Criminal background and self-disclosure form,
    - ✓ an appropriate walking qualification for the expedition terrain, or confirmation from the Company that they are competent to lead;
    - ✓ successful completion of appropriate safeguarding training;
    - ✓ a current First Aid or Outdoor First Aid certificate.

Client communication, staffing and safety

- Support the Client before, during and after the event through communication with its named DofE Manager and other identified staff, building a positive working relationship.
- Provide the Client an online medical consent form before the planned event.
- Provide invoices in accordance with the charging structure as set out in the contract for services.
- Provide the Client with full event details within a reasonable time.
- Provide baseline Expedition Leader-to-participant ratios of 1:14 in lowland terrain and 1:7 in mountainous terrain, in accordance with the Company's Adventurous Activities Licensing Agency (AALA) Licence guidelines.
- Tailor staffing to each walking groups and Client's needs, increasing the ratio where needed.
- Meet safety standards by following the Company's, Safe Operating Procedures, Risk assessment, Safeguarding policy, and Code of Conduct.

Insurance, licences and accreditation

- Hold and maintain the following insurance, licences and accreditations, as applicable:
  - ✓ Appropriate insurance with a reputable provider for the duration of the event,
  - ✓ An Approved Activity Provider (AAP) Licence from The Award Scheme Ltd,
  - ✓ An Adventurous Activities Licensing Authority (AALA) certificate, and
  - ✓ A LOtC Quality Award Badge.

Group equipment

- Maintain and supply appropriate group kit for each participant walking group, including:
  - ✓ Tents,
  - ✓ Trangia Stoves,
  - ✓ Fuel (gas),
  - ✓ Additional First Aid equipment,
  - ✓ GPS Locator (tracker),
  - ✓ Maps of the expedition area, and
  - ✓ Compass.

Resources included in the price

- Provide the following resources as part of the pricing structure:
  - ✓ Campsite costs for participants,
  - ✓ Campsite costs for organisation staff (on a 1:20 ratio),
  - ✓ Freelance staff costs,
  - ✓ A named Expedition Manager,
  - ✓ Present information required for approval by the Client's trips and visits coordinator,
  - ✓ Training resources,
  - ✓ Group kit (as listed above),
  - ✓ Kit List & Menu Planner.

4. Client responsibilities

The Client is responsible for the following arrangements before and during the event.

Booking and participant preparation

- Read these general terms and conditions before the agreed event.
- Sign a Service Agreement.
- Familiarise participants with the Company's Code of Conduct.
- Register all participants with The Award Scheme Ltd through eDofE before the planned event or events.
- No changes to the booking can be made within 30 days of the agreed start date.
- **Payment:** pay invoices at least 30 days before the event begins.
- **Pastoral support:** provide pastoral support during the event at a staff-to-participant ratio of 1:20.
- **Overnight welfare:** provide overnight welfare from 7 pm to 7 am throughout bronze and silver events.
- The Client must pay any additional overnight accommodation or other out-of-pocket expenses incurred by the Company where organisational staff exceed the Company's maximum required ratio of 1:20 (organisational staff to participants). The Company will invoice these expenses directly to the Client.

Additional staff costs for gold expeditions:

- The Client is wholly responsible for travel and subsistence costs for any organisational staff accompanying participants.

Information to provide before the event

Before the planned event, the Client must provide the Company with the following information, no later than 30 days before the planned start date:

- the Client's mobile phone policy;
- a completed medical consent form for each participant;
- a finalised list of walking groups;
- details of cultural requirements, such as observance of religious festivals;
- details of any additional behavioural, social or medical requirements;
- the number of organisational staff attending; and
- confirmation of the transport arrangements to and from the booked venue.

5. Prices, deposits and payment

- All invoices include VAT at 20%.
- The Company's VAT registration number is GB 4305 70915.
- All invoices are payable within 28 days of receipt;
- Returning clients will receive deposit invoices on the 1st January each year;
- New clients will receive deposit invoices based on provisional numbers at the time of booking;
- Invoices are sent directly to the Client's finance department and named DofE Manager; final balances must clear at least 30 days before the agreed start date.
- Email pricing or invoice queries to natasha@eastcoastoutdoors.co.uk. Please allow up to three working days for a response.
- The Company reviews prices annually; changes take effect from January of the following year. Changes will be communicated in good time and published on the website.
- If an invoice remains unpaid and no notice of cancellation has been given, the Company will pursue payment through the appropriate legal channels.

Free participation places

- Free participation places will be shown on all quotations and invoices issued by the Company.

6. Termination and cancellation

- **Cancellation by the Company:** if the Company must cancel an event, it will refund the Client's deposit and remaining balance in full, even outside the six-week notice period.
- **Termination for breach:** the Company may terminate this agreement immediately by giving notice to the Client if the Client commits a serious or persistent breach of its obligations under these terms and conditions.
- **Cancellation by the Client:** the Client must give at least six weeks' written notice to cancel an event. No reason is required. Receipt of written notice triggers a refund of payments in accordance with the refund policy in section 7.
- For the avoidance of doubt, in no event shall either party be liable to the other for any indirect or consequential loss of any nature and howsoever caused.

Client Refunds

East Coast Outdoors CIC works hard to be fair in its approach to refunds. Each refund is considered on a case-by-case basis. The company continues to be liable for staff, venue and insurance costs and takes this into account when considering a request for a full refund. Please email natasha@eastcoastoutdoors.co.uk

Refund of deposits

- The participant deposit, once paid, is non-refundable.

Refund of remaining balance

- To receive a refund of the remaining balance, the client must give a minimum of 6 weeks' notice before the first agreed start date of their wish to cancel a participant place.
- Outside of this 6-week notice period refunds are made on the following sliding scale:
  - ✓ 41 – 27 days' notice 100% refunded minus deposit.
  - ✓ 28 – 8 days' notice 50% refunded minus deposit.
  - ✓ Less than 7 days' notice no refund will be given.

Force Majeure

- East Coast Outdoors CIC will not be held liable for failure to complete or delay in performance of any activity associated with a trip, expedition, activity, or any other event offered by East Coast Outdoors CIC by reasons of the following:
  - ✓ Government imposed emergency rules or regulations: or
  - ✓ Enforced Covid restrictions: or
  - ✓ Act of God; or
  - ✓ any significant weather event; or
  - ✓ air travel, train travel or ferry cancellations.

7. Use of Data

To deliver your planned event, the Company holds booking information and subsequent information supplied by participants, parents or organisations on paper and digitally. Employees and sub-contractors may access it only as reasonably necessary for tasks performed on the Company's behalf and are contractually prohibited from disclosing it or using it for other purposes.

By providing us with: - a) booking information, b) participant information & c) medical consent you are agreeing that the information can be kept and accessed by authorised company personnel. The company does not share this information outside of those who need access to it.

We retain your data whilst you are a client and have an account in existence or as needed to provide you with Services. We only keep information for as long as it is needed. This will be based on either a contractual or legal requirement (where a law says we must keep information for a specific period) or accepted business practice.

8. Complaints and Safeguarding concerns

We see complaints as ways to learn valuable lessons, helping us get things right first time. It may be that we need to change our policies or ways of working. By telling us when there is a problem, you can help resolve the situation as soon as possible and help make improvements for your future experience.

During the event, raise concerns or complaints with your Expedition Manager, who will notify a director. If you do not feel able to speak directly to the team, email your complaint to hannah@eastcoastoutdoors.co.uk We will acknowledge your email and its contents and provide a full written response within 28 days of receiving the original complaint.

All Safeguarding concerns must be raised directly with hannah@eastcoastoutdoors.co.uk

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