

TERMS & CONDITIONS



All participants must be aware of this and accept the risks with these activities. Personal Accident and Cancellation Insurance is highly recommended.

Our full Terms and Conditions

Ladies Bootcamp (a trading name of Haselour House Media Ltd) accepts bookings subject to the following conditions:

1 Interpretation

- 1.1 In this document wherever the context so admits the following expression shall have the following meanings respectively:
'Deposit' shall mean 30% of the finalised agreed price.
'Head office' means Haselour House Media Ltd, Haselour Lane, Harlaston, Tamworth B79 9JT
'LBC' means Ladies Boot Camp
'Client' means the person or persons listed on the booking form(s).
'Major change' means changing the dates/ location booked or majority of the course content over 80%.
'Force Majeure' means any situation or event beyond the control of LBC. This could be the Act of God, war, terrorist activity, civil strife, strike, riot, industrial disaster, breach of contract by LBC suppliers, fire, adverse weather or road conditions, bureaucratic obstacles, changes in schedules or modes of transport by ferry companies, airlines and bus/ train operators.
'Course Director' means the member of staff responsible for the delivery of the agreed activity and/ or service.
- 1.2 Where the expression 'Clients' includes two or more persons the obligations expressed or implied relate directly to the individual.
- 1.3 Any reference to a statute shall include any statutory extension or modification or re-enactment of such statute and any other instrument plan, regulation permission or direction made or issued thereunder or delivered validity there-from.
- 1.4 Wording importing the singular meaning shall include the plural meaning vice-versa. All wording within the booking conditions is generalised to the Client referring to the masculine, feminine and neuter genders.
- 1.5 The Clause and paragraph headings are for the convenience only and shall not effect the construction of this document.
- 1.6 The expressions used in the particulars shall have the same meanings when used hereafter in these booking conditions.

2 Acceptance

- 2.1 A contract for the activity and / or service is made between LBC and the Client on the issue of written confirmation of booking by LBC.
- 2.2 The Contract is subject to these booking conditions, which the Client has been deemed to have read and fully understood. These booking conditions can only be varied by written agreement between LBC and the Client.
- 2.3 No verbal representations made by LBC shall be relied upon by the Client.

3 Booking

- 3.1 To place a booking LBC requires a completed Booking form and/or individual information form with deposit fee. Clients booking by telephone, email or facsimile will have been deemed to read the booking conditions and to have signed the declaration on the 'individual information form'. A booking is accepted and becomes binding only from the date when LBC has confirmed acceptance in writing by means of a 'confirmation of booking email or letter'. LBC reserves the right to decline any booking at their discretion. Email and telephone bookings are treated as provisional and are only confirmed once funds have cleared in to the LBC bank account.
- 3.2 The balance of the fee is payable six weeks before commencement of the course, unless agreed otherwise on confirmation of booking. In the event that the balance is not paid LBC will have the discretion to treat the booking as cancelled by the client and re-sell the course place.
- 3.3 The whole course fee is required to secure a place for any booking made within eight weeks of the commencement of the course

4 Price

- 4.1 The price at the time of booking covers the cost of the planning, organising and delivery of the proposed activity and/ or service. Once the deposit is cleared, the agreed programme will be delivered. If the Client wishes to change the programme once the deposit has been paid, additional reasonable costs may be levied by LBC at their discretion.
- 4.2 It is the responsibility of the Client to arrange travel to the site/ location for the proposed activity and or service unless stated. The Client is also responsible for their own personal medical requirements and personal footwear equipment and clothing unless otherwise stated.

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5 Cancellation and refunds

Should the Client wish to cancel, cancellation charges will be imposed. These are calculated from the date written notification is received by LBC at their Head Office and shall be calculated as a percentage of the total price and shall be based of the following. Number of days before arrival date that the written notification of cancellation is received:- Amount payable
6 weeks or less: Total fee is due -no refund
Less than 12 weeks: 75% of the full fee will be due to LBC
Less than 18 weeks: 50% of the full fee will be due to LBC
There is a 30% handling fee of the full activity/ course price if we receive notice of cancellation or reschedule/ transfer more than 21 days in advance or the scheduled activity/ course.
If you cancel or want to reschedule/ transfer 14 days or less in advance for any reason there are no refunds. There are no exceptions. Participants who don't show up at activities forfeit the full cost.

6 Cancellation by LBC

We try never to cancel a confirmed booking, but reserve the right to do so. If we cancel a confirmed booking before your activity and or service LBC will offer the Client the choice of a full refund or another available date (with pro-rata refund/price increase as appropriate). In addition unless the cancellation was caused by 'Force Majeure' and having regard to the length of notice Clients receive; LBC will pay the Client reasonable compensation where appropriate.

7 Alteration by LBC

- 7.1 We make every effort to ensure the accuracy of our literature. However changes can occur despite our best endeavors and we reserve the right to change any price or other particulars before the Client books (in which case we will tell you before your booking becomes binding).
- 7.2 If there is a 'Major Change' to confirmed booking we will inform the Client as soon as is reasonably practical and offer you the choice of accepting the change receiving full refund (excluding the initial deposit) or transferring to another available date. If the Client chooses to cancel and the 'Major Change' was caused by anything other than 'Force Majeure' or low bookings, we will pay you reasonable compensation if appropriate having regard to the nature of the change and the length of notice you receive.
- 7.3 If there is any change other than a 'Major Change' we are not obliged to inform you in advance (but we will do so where practicable) nor are we obliged to pay you compensation. If we become unable to provide a major proportion of the services you have booked with LBC we will make every effort to arrange alternative arrangements for you at no extra charge and where appropriate refund the Client pro-rata for services not received. If the Client wishes to make changes to the agreed programme additional costs may be added at the company's discretion.

8 Course content and weather.

The programme we publish in the literature and on our website and describing the courses are designed to be illustrative in order to best explain the scope and type of activities you will be undertaking. It is very unlikely that any one programme could be or would be followed precisely as it is published. Several factors outside of our control will determine this and dictate what can be accomplished reasonably during you course. The most influential factors will be weather conditions and physical fitness of course participants. Taking these factors into consideration and the aims of the course as described in our literature the Course Director will construct the best programme possible. The Course Director will review and may alter the programme as the course progresses in response to the changing influence of these factors. Once the course is underway the Course Director guides instructors or leaders may change the activities at any time. This applies to all courses.

Circumstances may arise where we are forced to alter dates duration or accomodation before a course starts. We will try to inform you of any such changes as soon as we know of them.

Our Course Directors guides instructors and leaders will do their utmost to ensure that any problems are solved for the benefit of the course participants as a whole, Signing the booking form signifies your acceptance of the Course Director's authority to make decisions effecting the group of individuals. For nstance the Course Director's may require to leave the course if they believe that a person or person's health is at risk, is a person is not coping, or may not cope with the technical physical or mental demands of the course if an illegal authority to make decisions effecting the group or individuals. For instance the Course Director may require an individual or individuals to leave the course if they believe that a person or person's health is at risk if a person is not coping or may not cope with the technical, physical or mental demands of the course, if an illegal act has been or may be committed or conduct is, or may become detrimental to the safety, enjoyment or well-being of the group or of any individual with the group.

9. Acceptance of authority.

- 9.1 Employees of LBC and staff will use their best endeavors to resolve problems to the benefit of the Client as a whole. The Client must refrain from any conduct, which may give offence or cause danger or damage to any person or property. If LBC or any of its suppliers believe that the Client is in breach of this obligation or is likely to breach it or is otherwise unfit to partake in the activity LBC or its suppliers may in their absolute discretion refuse the booking or have the Client removed from any property or facility. LBC will owe the Client no liability in such circumstances and the Client will be solely responsible for any costs incurred.
- 9.2 The Course Director may require an individual or number of persons to leave the group if they believe that the Client's health and safety are at risk, if an illegal act has been committed or the Client has behaved in a way as to endanger safety, enjoyment or the welfare or the whole group. In the event of this action the Client involved shall not be entitled to any refund from LBC and will be required to meet all expenses involved in their immediate extraction.

10. Personal Health.

- 10.1 Except as disclosed in writing to LBC the Client confirms that they are in good physical and mental health and are unaware of any reason why they maybe particularly unsuited to taking part in the activity and/ or service agreed upon or may be likely to suffer illness or injury during the activity and/ or service.
- 10.2 Failure to disclose any information that is required in the 'Individual Form' may result in LBC terminating the contract and withdrawing the Client from the activity and or service on the grounds of incorrect information. The Client will not be entitled to any refund or payments made under this termination contract.

Signed:.....

Print name:.....

Date:.....