

## Terms and conditions

The following terms and conditions will form an agreement between Llŷn Adventures and its customers. Both parties are bound to these agreements for the duration of the contract. Payment by the customer implies that the customer accepts, in their entirety the details contained in these terms and conditions.

### Definitions

Llŷn Adventures and anyone working for Llŷn Adventures shall be referred to as “We” or “Our”. Customers, clients or anyone paying for our services will be referred to as “You” or “Your” Services include any activities or events which you are paying us for. Contracts are formed when Llŷn Adventures and a customer agree on a service offered by us. Agreement can be achieved verbally, or through [www.llynadventures.com](http://www.llynadventures.com) or by email.

### Bookings

All activity participants must complete medical declarations before commencement of activities.

Under 18 year olds must have written consent from a parent or guardian.

Under 13 year olds must be accompanied during the activity by a responsible person over 18 year old.

During the activity you will be issued various pieces of clothing and equipment. You will be responsible for the equipment during the activity. You will face extra charges to replace the equipment if it is deliberately damaged or lost.

Prices advertised on the website may change. The price of your activity will remain the same as when the contract was agreed.

All activity participants plus parents or guardians of under 18's are to read and understand the Risk Awareness Statement.

### Risk Awareness Statement

The nature of adventure activities means there will always be a degree of risk. The degree of risk has been assessed for each activity and is closely monitored session by session by the activity supervisors to ensure it remains at a manageable level.

Your supervisor will provide you with the appropriate safety equipment, instruct you on its correct use and give you “on the ground” guidance allowing you to safely complete your chosen activity. The instructions you receive from your supervisor should be understood and followed for your own safety and that of others around you.

You, the client, are free to remove yourself from part or all of the activity at any time if you feel overly concerned. In the unlikely event of you feeling un-satisfied with any part of your activity please speak to your session supervisor at the earliest possible opportunity.

Coasteering involves moving around on slippery rocks, bumps and bruises from small slips, although avoidable are fairly common place.

### Payments

You will be required to pay the total amount for the activity at the time of booking using the relevant page on [www.llynadventures.com](http://www.llynadventures.com)

If you require an invoice you should supply us with a name, postal address and email address.

Invoices will be emailed.

Once your payment has cleared our bank account you will receive a confirmation receipt via email.

### Cancelations by the customer

Cancelations must be made in writing or email by the person who originally booked the activity.

## Refunds

More than 4 weeks before the activity date = 90% of all fees paid.

Less than 4 weeks before the activity start date = no refund.

## Amendments by Llŷn Adventures

We will make every effort to run the activity as agreed in our contract. Occasionally circumstances beyond our control may force us to amend activities. Under such circumstances we will inform you with as much notice as possible. We will offer you an alternative activity or you will be able to reschedule your session for another date within 12 months of the original activity date. If you choose not to accept an alternative activity or a rescheduled date you will not be entitled to a refund.

## Cancelations by Llŷn Adventures

All activities have a minimum workable number of participants. We reserve the right to cancel an activity if group numbers fall short of the minimum workable number.

If we cancel the activity you will have the option of rescheduling the activity or a full refund of activity cost.

We will not cover additional costs like travel, accommodation and subsistence.

## Individual Requirements

You will need to bring with you certain items of personal clothing, these depend on the activity you choose to do. You will be sent a list detailing the clothing required for each activity at the time of enquiry.

We will not accept responsibility for any items of personal belonging damaged or lost during activities.

Clients are to be aware of the demands they will face during the activity.

An awareness statement will be completed by all participants before the activity begins.

Clients must be physically and mentally capable of taking part in the activity, we reserve the right to refuse access to activities if we believe a client is unable to safely partake in activities. Under such circumstances no refund will be awarded.

## Images

For our publicity material we occasionally take pictures and short video clips of activities. If you do not want to be photographed or videoed you should inform the session supervisor.

## Feedback

Please send any feedback to [info@llynadventures.com](mailto:info@llynadventures.com)