

Adventures Booking Terms & Conditions

1.1 General Issues

- a. These Booking Terms and Conditions apply to the booking of the Adventures product(s) (the 'Activities') and any ancillary products at the location set out in Adventures' booking confirmation.
- b. Adventures is a trading name of Nottinghamshire County Council.
- b. These Booking Terms and Conditions contain important information concerning participation by you and members of your party and, accordingly, you acknowledge and agree that you shall ensure that all members of your party are aware of and accept these Booking Terms and Conditions. By buying a ticket on behalf of someone else you are accepting liability for their actions.
- c. Any person who does not comply with these Booking Terms and Conditions may be removed from the site by Adventures personnel or the police without any right to a refund. In addition, Adventures may have a right to bring a legal claim against you or such person.
- d. You must also comply with all reasonable directions given to you by Adventures personnel, or displayed on signs, when on our site.
- e. By participating in an Activity, you accept that you have a duty to take reasonable care of yourself and any person in your care. You must take reasonable steps to ensure your safety, taking into account any medical condition you know about. You must also behave in a safe manner. See further 'Safety' below.
- f. No variation to these Booking Terms and Conditions shall be binding unless agreed in writing by Adventures. [Discounts and special offers may be subject to additional terms.](#)
- g. Adventures reserves the right to make changes to the Activities or these Booking Terms and Conditions to conform with any applicable statutory requirements, or otherwise, provided it is acting reasonably.

1.2 Booking Confirmation

- a. No booking shall be deemed to have been accepted unless accepted in writing by Adventures (which shall include Adventures' email confirmation of booking), at which point a contract is made between you and us.
- b. These Booking Terms and Conditions [Nottinghamshire County Council Privacy Policy](#), and Risk Acknowledgement and Disclaimer. You and each member of your party will be required to sign the Risk Acknowledgement and Disclaimer before being allowed to undertake the Activities.
- c. You must advise Adventures as soon as possible of any mistake in Adventures' booking confirmation.
- d. Adventures shall use its reasonable endeavours to ensure that you and your party's participation commences at the time booked and it shall be the responsibility of each participant to ensure that they arrive in sufficient time. Late arrivals may not be permitted to undertake the Activities and no refunds or compensation will be payable in such circumstances.

1.3 Safety

- a. The Activities comprise challenging courses and activities, and participation is not without risk as falls or accidents could be fatal. All participants will receive detailed safety training from an instructor. If you are taking part in a water-based Activity, you must be water confident.
- b. Adventures reserves the right to refuse admittance to the Activities or to remove a participant from the Activities should it deem it necessary to do so. This includes a participant who does not comply with the safety rules and advice, the safety system, safe use of the equipment or who is deemed to be under the influence of alcohol or drugs.
- c. All participants are required to act responsibly and courteously at all times and to respect other participants. Adventures shall be entitled to prevent any person from undertaking or completing the Activities in the event it deems the behaviour of any participant unsuitable.
- d. Participants must be dressed appropriately and Adventures reserves the right to refuse admittance to the Activities to any participant who is not appropriately dressed.
- e. The Activities will remain open in most weather conditions (but not in circumstances of gales, lightning, heavy ice or snow). Adventures will contact you to inform you of any closure due to weather.
- f. No refunds or compensation will be payable by Adventures in the event that any participant is not permitted to, or decides not to, undertake or complete the Activities for the reasons set out in this clause.
- g. Participants need to be able to see similar distances to those required to drive a car in order to be able to complete the courses and to supervise any person under 18 who is in their care. Consequently, short or long sighted participants must ensure that they wear contact lenses or prescribed glasses.
- h. The Activities are physically demanding and require a degree of agility, strength and stamina. If participants are in any doubt as to whether they should attempt the Activities they are advised to walk the course before booking. If participants have medical concerns they are advised to consult their doctor in advance. Participants will be required to certify that they do not suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others.
- i. All participants must be reasonably fit and healthy. Please note this further information on activity-specific weight and size restrictions:

High Trek Plus: Continuous-belay courses: Participants must be at least 7 years old, at least 1m 20cm tall and no taller than 2m, and must weigh a minimum of 25kg and less than 120kg.

Zip Line Experience: Continuous-belay courses: Participants must be at least 7 years old, at least 1m 20cm tall and no taller than 2m, and must weigh a minimum of 25kg and less than 120kg.

Net Park: Participants must be at least 3 years old and must weigh less than 120kg.

The Drop: Participants must be at least 16 years old and must weigh less than 120kg.

- j. All participants are required to wear the following activity-specific equipment:

High Trek Plus: A full body harness with maximum waist measurement of 47 inches (120cm) and maximum leg loop measurement of 29 inches (75cm) around the top of your thigh. This will be provided by Adventures and fitted by an instructor.

Zip Line Experience: A full body harness with maximum waist measurement of 47 inches (120cm) and maximum leg loop measurement of 29 inches (75cm) around the top of your thigh. This will be provided by Adventures and fitted by an instructor.

If you have any concerns regarding the fit of the harnesses, we advise that you visit site at a time prior to your booking and speak to a member of the Adventures staff. Anyone who does not meet these requirements will not be allowed to undertake the Activities. (Waist measurements should be taken above the belly button. It is your responsibility to ensure that all members of your party meet these requirements.

k. All participants are required to meet the following activity-specific supervision:

High Trek Plus (continuous-belay): Participants must be at least 7 years old. After the safety briefing, participants will not be directly supervised by an instructor. A participating adult (18+ years old) must accompany under 12 year olds. One adult is permitted to supervise a maximum of three under 12 year olds. An adult must be present to supervise up to 8 children between 12 - 17 years old; they can participate on the course or supervise from the ground. Supervising adults must sign a Risk Acknowledgement and Disclaimer stating that they will accept responsibility for the safety of themselves and for supervision of children within their care.

Zip Line Experience: A participating adult (18+ years old) must be present to supervise up to 8 children between 7 – 17 years old; one adult must be present per group. Participating adults must sign a Risk Acknowledgement and Disclaimer stating that they will accept responsibility for the safety of themselves and for supervision of children within their care.

Net Park: Participants must be at least 3 years old. A participating adult (18+ years old) must be present on the course to supervise under 5 year olds. One adult is permitted to supervise up to 3 under 5 year olds. An adult (18+ years old) must be present to supervise up to eight 5 – 17 year olds; they can participate on the course or supervise from the ground. Participating and supervising adults must sign a Risk Acknowledgement and Disclaimer stating that they have considered the risks and will supervise the children in their care.

The Drop: An adult (18+ years old) must be present to supervise up to eight 16 – 17 year olds; they can participate on the activity or supervise from the ground. Participating and supervising adults must sign a Risk Acknowledgement and Disclaimer stating that they have considered the risks and will supervise the children in their care.

1.4 Clothing

- a. It shall be the responsibility of all participants to ensure that they are dressed appropriately and Adventures advises participants to wear clothing suitable for the weather conditions and the Activities and which they do not mind getting damaged. In particular the following restrictions shall apply:
 - a. Participants may not undertake the Activities in open-toed or slip-off shoes (ankle-supporting boots are best);
 - b. Footwear must be worn for water-based Activities;

- b. Long hair must be tied back;
- b. Waists must be covered and piercings and jewellery removed.
- c. Adventures will not be responsible for any damage to or loss of clothing or other personal items of persons resulting from participation in the Activities.

1.5 Moving bookings, cancellations and refunds

- a. 7 days (or more) prior to your activity date you can cancel an existing booking and receive a full refund. You can also amend your booking free of charge.
- b. Between 7 days and 48 hours prior to your booking, a refund will not be possible, but you can move the activity date or time, if there is availability. This will incur a £3 administration charge. This can be done using the [online account](#).
- c. Within 48 hours of the booking date, you will not be entitled to move your booking, or receive any refunds for cancellations.
- d. If you have moved or changed your booking under a or b, making it more than 7 days away, and then attempt to cancel it, Adventures' 48 hour refund and cancellation policy will take precedence (i.e. you will not be able to receive a refund).
- d. Should Adventures feel it is necessary to cancel your booking, it shall use reasonable endeavours to notify you as soon as possible. You shall be entitled to a full refund in the event of cancellation under this clause, but no other compensation shall be payable.
- e. Should Adventures, for reasons beyond their control (including high winds, lightning storms and icy conditions*), feel it is necessary to close the activity once your party have already commenced participation, you will be offered alternative times or dates to return within three months and rescheduled free of charge. In such circumstances, you will not be entitled to a refund, in part or whole.
*in all other weather conditions, we operate as normal and standard conditions apply.
- f. Payments made by debit or credit card will be refunded to the same card. Payments made by Gift Voucher will be refunded by the issuing of a replacement Gift Voucher to the same value.
- g. Where multiple forms of payment are used, Adventures reserves the right to refund any monies due on a refund or amendment by credit or cheque.

1.7 Price and Payment

- a. Subject to any terms agreed in writing between Adventures and you, our charges shall be calculated at our current rates and payment in full shall be due at the time of booking. The charges include the cost of purchasing the Activities. Payment may be made by debit or credit card online or debit or credit card on site.
- b. When a booking has been paid for, prices will not increase.
- c. Prices displayed on the website or other media are subject to change without notice.
- d. Only one promotional code/discount can be used per booking.

1.8 Liabilities

- a. All items you bring to our site (such as phones, clothing and jewellery) are at your own risk. Adventures accepts no liability for loss of, or damage to, your property (unless caused wilfully or negligently by its own staff).
- b. Parking facilities are available at the site, and any vehicles are left at the owners' risk and subject to any conditions and the payment of any fees as may be required by the provider of such facilities at the site location.
- c. Except as otherwise provided in these Booking Terms and Conditions, if you are a business customer, any liability of Adventures shall be limited to the refund of any charges paid to Adventures.
- d. We are liable only for loss or damage that is a foreseeable result of our breach of this contract or our negligence. Loss or damage is foreseeable if it is an obvious consequence of our breach, or if it was contemplated by you and us at the time we confirmed your booking. We are not, however, liable for death or personal injury as described in any Risk Acknowledgement and Disclaimer you have signed.
- d. Nothing contained in these Booking Terms and Conditions or the Risk Acknowledgement and Disclaimer is intended to, nor shall, limit the liability of Adventures in respect of death or personal injury caused by the negligence of Adventures or of its employees, agents or contractors, or any other liability which it is illegal to limit.

1.9 Miscellaneous

- a. Photography and filming are permitted provided you do not sell, or make other commercial use of, the photos or films. The use of drones is not permitted.
- b. Pets must be under your control, at all times, while on our site.
- c. Smoking and alcohol are not permitted on our site.
- d. If any of these terms are determined to be illegal, invalid or otherwise unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and continue to be binding and enforceable.
- b. Nothing above shall confer on any third party any benefit or the right to enforce any of these Booking Terms and Conditions.
- c. These Booking Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

2. Products and Services

2.1 Making a Purchase

Browse our products and add any items that you wish to buy into the basket. By submitting your order you are offering to buy goods and allowing us to use your personal details for the purpose of supplying those goods. We will only pass your details onto the people who we may subcontract out to do the delivery. All online orders are confirmed by email. We will contact you by email or telephone regarding any delivery delays or security issues.

2.2 Cardholder Data Security

Payment Card Industry Data Security Standard compliant technology is used to protect your cardholder data when you make payment.

2.4 Payment

We accept Mastercard and VISA brand cards. We do not accept American Express. Card payments are authorised immediately and payment collected within 5 business days. For online payments the Cardholder will be required to input the details requested and respond to any challenges from their card issuer.

2.5 Content

Although Adventures will do their best to ensure the accuracy of all information within this website, we shall not be liable for damages of any kind resulting from the use of this site.

2.6 Pricing

If a product is advertised at an incorrect price due to a typographical error or a supplier error, we reserve the right to refuse or cancel an order whether or not said order has been confirmed. In such a case we will make you aware of this and a full refund will be given, if required. All Product and Services prices are shown in pounds sterling and are inclusive of the current standard rate of VAT at the time of booking. Gift Vouchers exclude VAT.

2.7 Complaints

If, for any reason, you are dissatisfied with the service you have received, please contact us by email at Adventures@nottsc.gov.uk. Your email will be investigated immediately with the site team. We aim to respond within 28 days but will keep you informed if it is likely to take longer. Details of all complaints will be reviewed so we can continue to improve our customer service.

If we offer you a refund or voucher, or other compensation, we are not admitting liability or prejudicing our legal rights in doing so.

2.8 Privacy Policy

[Nottinghamshire County Council Privacy Policy](#)

3. Gift Vouchers



Adventures Gift
Vouchers - Terms &