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## Terms and Conditions

Please read the Terms and Conditions carefully before booking your activity.

**Booking forms:** Each participant should complete and sign a booking form, or if under the age of 18, a form should be completed by parent or guardian on their behalf. Please also inform the leader of any medical history or allergies that might affect your ability to take part in the walk. This information is treated in strict confidence but may be disclosed to medical professionals in the event of an emergency. The information you provide will be used for booking and administrative purposes but not shared or used for any other purpose unless you agree otherwise, or to comply with the law.

**Deposits:** Are non refundable and should be paid by the agreed date to secure the booking. For scheduled public events payment must be in full within a week of the activity.

**Children:** Must be accompanied by a parent or guardian at all times.

**Dogs:** Are not permitted unless by prior arrangement.

### Transport:

**For mountain and day hikes:** Participants normally arrange their own transport to the start of the walk unless otherwise agreed. However transport can be arranged in advance, including a free collection service from Whiting Bay, Lamlash, Brodick or Corrie, for groups of 4 or less, subject to availability.

**For Wildlife Watching Tours and Half day Otter Discovery Trails:** For groups of 4 or less, transport from the *agreed meeting point* to wildlife watching locations is available free of charge and is recommended. Transport for larger groups can be arranged at cost.

**Safety:** Participants agree to follow the instructions of the leader and to comply with any health and safety requirements as directed by the leader. The leader may alter the agreed itinerary if necessary to ensure the safety and welfare of the group. The leader may choose to exclude any participant from the activity who does not comply with health and safety instructions or on health grounds. Participants must not take part in guided walks and hikes under the influence of alcohol or drugs and anyone believed to be so will be excluded.

**Please Note:** The leader shall take every step to ensure the safety and welfare of the group and third parties but participants should be aware that adventurous walks and hikes carry a risk of injury or even death. The leader carries as a minimum a mountain leader certificate from the relevant governing body (MLTS) alongside an appropriate first aid qualification, operates under a set of standard operating procedures and carries out rigorous risk assessments for each activity. Lucy Wallace carries the necessary public liability insurance, and in addition participants are advised to take out their own travel and health insurance as appropriate.

**Cancellation:** In the event of cancellation by the leader before the walk, a full refund will be given, or if possible, the walk rescheduled. Once the activity has begun, the leader may decide to alter or curtail the activity to ensure the safety or welfare of the group. Should the itinerary change or be curtailed once the activity has begun, on safety or welfare grounds, no refund will normally be given. The deposit is not refundable in the event of cancellation by the participants.

Many of the mountain walks and hikes are strenuous and require a minimum level of fitness to take part. If you are in any doubt about your health or ability to take part please consult your doctor.

**Feedback and complaints:** Your opinion is very important and if you would like to let me know how you enjoyed your activity I would be pleased to hear from you. I'm never complacent about what I do and am always looking for ways to improve service to my customers.