

HOLLINGWORTH LAKE WATER ACTIVITY CENTRE 2016

Booking Terms & Conditions

Booking Conditions and Payment

Individual bookings

Payment can be made by credit/debit card, cheque or cash. In order to confirm your booking, individual booking forms must be accompanied by full payment. Any booked places without payment 14 days before the start date, will be deemed as unrequired.

Group bookings

Group booking forms, to be invoiced, must be signed and fully paid, prior to the start date of any course or session. When signing the booking form you are agreeing that all information supplied is correct at time of booking. If an amendment is required to any invoice, a £25.00 administration fee will be charged for invoice cancellation and re-issue. Any cheques should be made payable to 'Link4Life'.

Cancellation by the Client

Cancellations more than 28 days before the start of your course or activity will be subject to a 10% fee. Cancellations more than 7 days before the start of your course or activity will forfeit 50% of the course/activity fee. Cancellations within 7 days of the start of your activity will forfeit the full course fee. Any applications for redress on cancellation fees owed must be made in writing to the Community Facility Manager. All course fees are non-transferable within the 14 day period of the start date of your course or activity.

Cancellation by the Centre

Although we will make every attempt to ensure that your course runs as scheduled, the Centre reserves the right to cancel any activity if booking numbers fail to reach a workable minimum, adverse weather conditions prevail, unforeseen circumstances occur or any other condition deemed by the management to have a substantially adverse effect on the quality of the activity or safety of those involved arises. Should the Centre cancel any activity, we will offer the following options: to rearrange the course for a suitable date and time, a place on an alternative course, a full refund of the course fee.

What is included in the course fee?

All protective and safety equipment (helmet, buoyancy aid, harness etc) is included, together with instruction and use of onsite facilities. Where required we will also provide hire of wetsuits and/or waterproofs and transport from the Centre to your activity, and return journey. Certificates and logbooks for full NGB qualification courses will be provided, other than BCU adult courses. Course fees do not include footwear, towels, meals and drinks

Clothing and Personal Items

It is recommended that you consider the prevailing weather conditions and time of year of your activity when selecting clothing and equipment to bring with you to your course/session. This

includes suitable soft-soled footwear, swimwear, towel, shorts and waterproofs plus extras like, food or drink, any medication you require, sunblock, hat and gloves! Specific information can be provided at time of booking.

Health Declaration

Please note that our activities take place outdoors and can be strenuous. When making a booking please advise the centre of any medical issues and/or special needs e.g. asthma, epilepsy, heart conditions etc for all participants by making sure that you complete and sign the Health Declaration on the booking form. Such conditions will not preclude involvement in the activities although it may be worth consulting your GP beforehand. Our instructors need to be made aware of these conditions prior to the start of your activity. Swimming ability is not a pre-requisite, although water confidence is required to take part in any of our water based activities.

Arrival times and Car Parking

Please ensure that you arrive 15 minutes prior to the start of your activity or course. The on-site car park is pay and display. Please ensure that you bring enough change with you to pay for the duration of your stay with us.

Use of Photographs, Video or Digital Images

The activities on offer at the Centre are often recorded by use of photographs (film and digital) and/or video. These images are often used in internal reports, displays and presentation. Some images may be used for external publicity and may be viewed by the general public. If you do not wish your image or images of your group to be used for such purposes, please tick the box on the Participation/consent form.

Your Link4Life customer card & L4L Extra

Please see Link4Life customer card and L4L Extra terms and conditions.

Gift Vouchers

Gift vouchers can be purchased for any specific activity, course or session available at the Centre. These can be purchased for any value, to allow the recipient, to choose their activity. These vouchers make an ideal gift and can be purchased at reception.