

Booking Terms and Conditions for Schools & Groups

General Booking Information

- A booking can only be confirmed once a non-refundable deposit is received. All deposits are at 25% of total payment due.
- The remaining balance is due a minimum of 4 weeks prior to the event. Failure to make the balance payment within the times specified may result in loss of deposit and booking.
- If group sizes decrease or you need to cancel you should advise us as soon as possible. The following charges will apply:
 - More than 3 months before activity = no cost
 - More than 2 months before activity = 50% refund
 - More than 1 month before activity = 25% refund
- A complete list of names together with any medical conditions must be provided 4 weeks prior to the event.
- Completed medical forms must be returned prior to the event. Each participant below the age of 18 years must have their own separately completed form.
- In the unlikely event of circumstances beyond our control e.g. weather, environment, Whitecap may provide an alternative programme. No refunds will be given.
- If participating on the Knee Boarding or High Ropes Course although located at Willen Lake they are operated by separate professional companies, each has its own insurance and procedures.
- Unless otherwise specified a quotation is based on normal staffing ratios of instructors to students. This means we are not aware of any special needs, behavioural problems, disabilities etc. which would indicate that normal instructor student ratios would be inadequate for your group. If you book without advising Whitecap of any special needs it might not be possible for the activity to take place. If this is the case it might not be possible to provide the activity and no refund will be paid. If you advise us of any special needs we will be pleased to design a programme for you and quote for your exact requirements.

High Ropes

- Participants qualify for admittance by height. Blue course 1m+, Red course 1.2m+, Black course 1.4m+
- The high ropes course has a separate registration & disclaimer that will need to be completed as well as this document.
- If you miss your allocated time slot it will not be possible to reschedule or refund this activity.

Water Activities

- All participants involved in 'on the water activities' must have a degree of water confidence. Participants do not have to be able to swim, (except for the cable tow where all participants must be able to confidently swim 50 meters).
- At the time of booking we must be informed of the number of participants in a group who cannot swim 25m.

Other Information

- Our activities can be physically demanding and may involve bending, lifting, balancing, jumping, falling, climbing, stretching and a degree of co-ordination. The participant must be of a suitable level of fitness for the activities to be undertaken.
- All medical conditions or illnesses must be informed to Whitecap at the time of booking. Whitecap accepts no responsibility for any client's medical condition, or accident stemming directly or indirectly from it.
- All participants must comply with instructions and directions of staff at all times. Failure to comply could result in the activity being terminated without refund.
- Whitecap Leisure accepts no responsibility against personal loss, damage, injury or accident whilst participating in any activity.

PLEASE SIGN BELOW & RETURN THIS FORM WITH YOUR DEPOSIT

I have read and agree to the terms and conditions above.

Signature: _____ Print name: _____ Date: _____

Quote No: _____ School: _____ Date of Activity: _____

Deposit attached: £ _____