

BOOKING PROCEDURE

1. To book your activity, first telephone the office to check current cost & availability. At this point a provisional booking can be placed, and will be held for 7 days with no obligation.
2. When you wish to confirm, complete and return the booking form and return it together with your deposits or full payment. Cheques to be made payable to **Black Mountain Activities Ltd**. *If you wish to pay by Credit/Debit Card, a 2% surcharge will apply to all card transactions and 3.5% for Amex.*
3. Upon receipt of the booking form and deposit/full payment, you will be sent course details, directions and a receipt of payment received, we will also advise you of the date final payment will be due. If you are organising activities for a group, you must ensure that all participants are aware of the **booking conditions, clothing details and directions**; if you are booking white water rafting your group must be made aware of the terms and conditions and of the alternative activity chosen.
4. If you are not on a multi break but would like accommodation to be arranged on your behalf, please telephone the office for current prices, and details of your requirements.
5. If you are purchasing gift vouchers, full payment must be sent with the booking form.
6. Please ensure that you retain a copy of your booking form and terms & conditions.
7. Remember we are only a telephone call away on 01497 847 897 and will be happy to help with any queries you may have.

TERMS & CONDITIONS

1. **Multi activity Breaks.** With all multi activity breaks accommodation will be provided in an appropriate hotel or guest houses. Rooms will be on a shared basis for 2-4 persons per room, unless otherwise agreed. If you wish to up grade the accommodation, then please contact the office for price adjustments and arrangements.
2. **Provisional Bookings.** Provisional bookings do not hold firm until the required deposits and completed booking form have been received.
3. **Deposits Required.** A deposit of £5.00 per canoe or mountain bike, £10.00 per person per activity day or £50.00 per person per activity break. For accommodation £10.00 per room per night. Payment of the deposit and signed booking form will be regarded as acceptance of the booking conditions.
4. **Final Payment.** All outstanding amounts must be paid eight weeks prior to course, or by pre arranged date.
5. **Cancellation.** In the event of cancellation the following charges apply. Cancellation must be in writing:-

More than eight Weeks prior to course commencement	Loss of deposit only.
Between Eight - Four weeks prior to course commencement	50% of course fee.
Between Four - one week prior to course commencement	75% of course fee.
Less than one week prior to course commencement	Full payment.
6. **Physical Fitness.** Many of the courses offered are physically demanding and you should ensure that you have an adequate level of fitness for the activities you may wish to choose. If you have a medical condition e.g. Heart condition, epilepsy, high blood pressure or are pregnant etc, you are strongly advised to seek your doctors advise and to inform the centre before booking. Information given will be strictly confidential. All candidates for water based activities should be able to swim particularly if white water rafting. Details should be provided on all persons taking part, i.e. name, address, D.O.B. health etc.
7. **Alterations and cancellations by Black Mountain Activities:-** Whilst every attempt is made to ensure that courses actually run, we reserve the right to vary or cancel any course if this should become necessary due to dangerous or unsuitable conditions beyond our control. In the most unlikely event of cancellation by Black Mountain Activities, an alternative activity or course date will be offered.
8. **Safety.** All course members must comply with safety regulations and instructions of Black Mountain Activities staff. Should an instructor find that a course member/s is being disruptive or jeopardizing the safety of others then that person/s will be asked to leave the course.
9. **Privacy Policy.** Available from the office or on our website www.blackmountain.co.uk
10. **White Water Rafting Policy.** Black Mountain Activities white water rafting courses are run on natural rivers during the winter months only and rely fully on rainfall. If Black Mountain Activities are unable to raft because of unsuitable river conditions, i.e. water levels too low or too high, an alternative activity will be Offered.
11. **White Water Kayaking Policy.** Kayak Course are dependent on minimum numbers and water levels. In the event of insufficient numbers or low water levels kayak courses may be postponed or cancelled.