ACTIVITY BOOKING terms and conditions

BOOKING

All group and individual bookings are subject to a 50% non-returnable deposit.

No booking is confirmed until Jersey Adventures has received the deposit, the booking form and we have advised you that your chosen date(s) is/are available.

All bookings must be paid for in full fourteen days before the activity date. Payments will be retained if a participant's cancellation was not received seven working days before the start of the activity.

The party leader must be at least 18 years old and must be authorised to make the booking on the basis of these booking conditions and will be responsible for making the payment due to Investors in Health Ltd trading as John Fox's Jersey Adventures.

All cheques should be made payable to "Investors in Health Ltd".

CHANGE OF VENUE

We may need to change to a different venue due to weather conditions, in order to provide you with an enjoyable experience. Please ensure that you provide correctly stated telephone/e-mail details in order that we may contact you to advise you of any change.

CHANGE / CANCELLATION OF ACTIVITY BY JERSEY ADVENTURES

The Activities are generally weather dependant. If conditions are such that a particular activity cannot be undertaken we will use our best endeavours to find an alternative activity or reschedule for a mutually convenient date. Failure to reply to our communications will result in the full fee being paid to Jersey Adventures.

If no suitable alternative is available we will refund the cost of the activity, however all refunds will incur an administration fee of £5.00 to cover banking costs especially during special offers or promotions, where refunds are cash on collection on proof of purchase and Photographic ID is required.

SWIMMING ABILITY

Certain activities require swimming ability of 50 metres, so please ensure this is attained prior to the activity. Where it is deemed that a participant is considered a non competent swimmer by the instructor in charge, their participation will be terminated and no refund delivered.

SPECIAL NEEDS/ MEDICAL CONDITIONS

If you, or any of your group, has special needs then please discuss this with us in advance as we will endeavour to cater for you, or your group, in order to ensure an enjoyable activity. Please advise us of any medical conditions that may affect the performance of participants in any of our activities.

WHAT TO BRING

We will supply all the necessary specialised equipment and in some cases wet suits. You may need to bring your own towels, sun block, shoes, swimcostumes, hats, drinking water and snacks or snack money. Please speak to a member of staff for further details.

PERSONAL BELONGINGS

Investors in Health Ltd trading as John Fox's Jersey Adventures cannot be held responsible for personal belongings and equipment while you attend an activity or course.

INSURANCE

Investors in Health Ltd trading as John Fox's Jersey Adventures is covered to the sum of £5,000,000 for public liability. You may wish to take out your own insurance against personal loss, injury or cancellation.

COLLECTING CHILDREN FROM COURSES

If there is a problem collecting your child then please contact us immediately so that we know what new arrangements you have made to collect your child. If it becomes necessary for staff to wait for someone to collect a child then we reserve the right to make a charge for the time spent waiting/arranging a suitable alternative. We cannot provide transport to or from the venues.

OUR STAFF

All our instructors are qualified in the activities that they deliver, hold relevant First Aid awards and have been Police checked in accordance with our Child protection guidelines and policy. We follow a set of guidelines set by the local education authority and also our own written operating procedures which are and have been externally inspected by AdventureMark and the quality badge "Learning Outside the Classroom".