



**Day Activities Standard Terms and Conditions
For party sizes of 6 or less.**

Recitals

CK is Calvert Kielder the trading name of Northumbria Calvert Trust

'We' 'Us' 'Our' is CK

'Customer' is the person or organisation liable for payment

'You' 'Your' 'Yours' is the customer

'The Parties' are CK and the Customer

Guest is the person receiving services

'**Booking**' is contract

1. Booking

Places on activities are confirmed on receipt of written confirmation from us at which point the terms and conditions below apply.

2. Payment

Payment can be made by credit card, debit card or cash.

3. Cancellation & Non Arrival

If CK cancel

If we cancel a place or places due to circumstances attributable to us, where applicable, a full refund will be made and neither party shall have any further claim against the other.

If you cancel

If you cancel a place or places the following charges apply;-

For cancellations within 24 hours of start time for activities; 100% of value of each place cancelled.

Non Arrivals

The full value of each non arrival will be charged.

How to cancel

Cancellations can be made by email, phone or in person, during office hours (Mon – Sun 9am – 5.30pm).

4. Activities

Participants

We are anxious to ensure that all participants enjoy their visit. However where a participant causes disturbance to others or otherwise spoils the experience of other participants e.g. through anti social behaviour, they will be asked to leave. In addition Visitors, who, in the opinion of the Lead Instructor, are under the influence of Alcohol or Drugs will not be permitted to take part in activities on safety grounds. In this case the decision of the Lead Instructor is final.

No refunds will be payable in either of these events.

Under 16 year olds & supervision

Children under 16 years old must be accompanied by a responsible adult whilst on activities.

Accessibility

Calvert Kielder will endeavour to ensure that guests participate in their chosen activities during their visit. However safety, the weather, the number of guests, their ability and our staffing all determine which activities are made available.

There is no lower or upper age limit for our activities.

Please note that whilst Calvert Kielder seeks to ensure that all guests participate in activities, certain medical or personal conditions may prevent a guest from doing a particular activity. In such cases we will endeavour to offer an alternative.

Alternative activities

We will endeavour to ensure that participants receive the activities of their choice. However if this is not possible for any reason alternative activities will be offered. There is no entitlement to a refund where this is the case.

5. Force majeure

We regret we cannot accept responsibility or pay any compensation or make refunds where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances which amount to a 'force majeure'.

These Standard Terms and Conditions supplement the information provided in the current edition of our brochure available on our website www.calvert-trust.org.uk/kielder

All participants are strongly advised to ensure that they purchase their own comprehensive travel insurance that includes cancellation, personal accident and personal belongings cover for the duration of their visit.

If you require this in large print please contact us on 01434 250232.