



**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 the contract

**1. Booking**

Once your booking is confirmed by us, 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 at [enquiries@calvert-kielder.com](mailto:enquiries@calvert-kielder.com) by telephone - 01434 250232 or in person, during office hours (Mon – Fri 9am – 5pm).

Your cancellation will be acknowledged by us in writing upon receipt.

## **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**

Calvert Kielder will not be responsible for the failure to provide facilities contracted in the event of it being prevented, hindered or delayed from doing so as a result of "Force Majeure" or any other

event or circumstance beyond its control. This includes, pandemic, epidemic, quarantine measures, travel restrictions, government actions preventing the execution of the contract, riot, war, invasion, civil disobedience or disturbance, act of foreign enemies, hostilities (whether war be declared or not) acts of terrorism, civil war, rebellion, revolution, insurrection of military or usurped power, orders or regulations issued by central or local government, requisition or compulsory acquisition by any governmental or competent authority, ionising radiation or contamination, radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive or other hazardous properties of any explosive assembly or nuclear component, pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds, earthquakes, tsunami, typhoon, hurricane, flood, fire or other physical natural disaster, strikes at national level or industrial disputes at a national level, or strike or industrial disputes by labour not employed by the affected party, its subcontractors or its suppliers and which affect an essential portion of the works but excluding any industrial dispute which is specific to the performance of the works or this contract. Calvert Kielder will not be responsible for any loss or damage or costs or refund as a result.

Calvert Kielder recognises that events of this nature are rare and we will re-instate our obligations under our contract with you once the event has passed.

**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 or other formats please call 01434 250232.**