

Team Building Terms & Conditions

Please Read the Following Terms and Conditions Carefully.

General

- 1 These booking Terms & Conditions apply to the booking of Let Loose! Corporate/Team Building Event packages! These booking Terms & Conditions contain important information concerning participation by you and members of your group and, accordingly, you acknowledge and agree that you shall ensure that all members of your group are aware of and accept these Booking Terms and Conditions.
- 2 No variation to these booking Terms & Conditions shall be binding unless agreed in writing by Let Loose!
- 3 Any typographical clerical or other error or omission in any booking confirmation or other documentation issued by Let Loose! (including any electronic documentation) shall be subject to correction without any liability on the part of Let Loose!
- 4 Let Loose! reserves the right to make changes to your Event and the Activities whether to conform to any applicable safety or other statutory requirements or otherwise.

The Booking Process & Payment

- 1 All bookings are online.
- 2 For more information prior booking online please contact us on: 01482-843475.
- 3 For more information on the facilities or food offer, to arrange a bespoke package or to amend/update an online booking please contact us on: 01482-843475 and payments can be made over the phone.
- 4 Let Loose! reserves the right to cancel bookings where any of the balance for your Event is outstanding less than 10 days prior to the Event.
- 5 Event bookings cannot be amended where notice is received 7 days or less prior to the Event unless under special circumstances.
- 6 We cannot give refunds if any members of your Party does not show up. If you book 15 spaces and only 10 arrive we will not reimburse the difference.
- 7 Prices online are in pounds Sterling and include VAT.

Safety

- 1 The Activities comprise a challenging High & Low Ropes Course and participation is not without risk as a fall could be fatal. All participants will receive detailed safety training from an Instructor and no participant will be allowed to participate until he or she has demonstrated to the satisfaction of the Let Loose! Instructors that he/she is competent to do so.
- 2 Let Loose! reserves the right to refuse admittance to, or to remove a participant from, the Activities should it deem it necessary to do so. This includes a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.
- 3 After the safety briefing participants will not be directly supervised by an Instructor. Participating adults must box tick the Online Acceptance of Risk Statement at the time of booking stating that he or she will accept responsibility for the safety of himself or herself and the Group they are responsible for..
- 4 All participants undertaking in the onsite Activities must be reasonably fit and healthy, a minimum of 1.2 metre tall for Low Ropes, 1.4 meters tall for High Ropes and must weigh less than 20.5 stone/130kg, Zip Wires weight is 18 stones. Anyone who does not meet these requirements will not be allowed to undertake the Activities.
- 5 It is your responsibility to ensure that all members of your party meet these requirements.

- 6 All participants are required to wear a safety harness provided by Let Loose! and fitted by an Instructor.
- 7 The Activities are physically demanding and require a degree of fitness. If participants are in any doubt as to whether they should attempt the Activities they are advised to come and see the course before booking.
- 8 If participants have medical concerns they are advised to consult their doctor in advance. Participants will be required to certify that they do not suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others.
- 9 Due to the physical nature of the Activities Let Loose! recommends that pregnant women should not take part. Pregnant women will be required to sign a disclaimer confirming that they are aware that there are risks to them and their unborn child and that participation in the Activities is at their own risk.
- 10 All participants are required to act responsibly and courteously at all times and to respect other participants. Let Loose! shall be entitled to prevent any person from undertaking or completing the Activities in the event it deems the behaviour of any participant unsuitable.
- 11 Participants must be dressed appropriately and Let Loose! reserves the right to refuse admittance to the Activities to any participant who is not appropriately dressed.
- 12 No refunds or compensation will be payable by Let Loose! if any participant is not permitted to, or decides not to undertake or complete the Activities, for the reasons set out in this clause.

Clothing

It shall be the responsibility of all participants to ensure that they are dressed appropriately and Let Loose! advises participants to wear clothing appropriate for the weather conditions and which they do not mind getting damaged.

In particular the following restrictions shall apply:

- Participants may not undertake the Activities in sandals or slip-on shoes
- Long hair must be tied back

Let Loose! will not be responsible for any damage to or loss of clothing or other personal items of persons resulting from participation in the Activities. We have lockers onsite.

Arrival times at The Park

- 1 All times specified in your Confirmation Email apply to your Event unless agreed and confirmed in writing, including emails.
- 2 It is essential for participants to arrive in time for the Event, as the course has limited capacity and delays to the start of the Event will not be accommodated, to prevent impact on participants later in the day.
- 3 If participants miss start times due to reasons outside their control (for example delays caused by bad traffic), then it will be at the discretion of the Let Loose! Management as to whether he/she can re-accommodate the late arriving participant into course instruction and participation.
- 4 No refunds or part-refunds will be made for late arriving participants in the event this is not possible.

Making Changes to your Event

Changes to your event will incur an admin fee of £10 per change.

In the event of any request to reduce the number of participants to less than 10 any acceptance of such request by Let Loose! shall be subject to the entitlement of Let Loose! to charge based on a

minimum number of 10 participants (regardless of whether the number of participants attending the Event is less than 10).

Final numbers for the group must be agreed by time of final payment, which is 10 working days prior to Event. You shall not be entitled to any refund in respect of any reduction in numbers after this time. Let Loose! will endeavour to accommodate additional participants (at extra cost) after this time but cannot guarantee that it will be able to do so.

Let Loose! shall endeavour to accommodate any request for changes to the Event received up to 10 working days prior to the Event and shall advise you of any alteration to the price as a consequence of such changes. No request for changes will be accepted after such date. If you wish to change the dates for the Event, Let Loose! shall re-schedule the Event at no additional cost (subject to availability) if numbers and the activity choice remain unchanged and subject to the re-scheduled Event taking place within the same calendar year within which the Event was booked. Dates cannot be changed within 10 working days of the original Event date.

All requests for cancellation or changes need to be made to Let Loose! in writing (including emails). If by post please allow 72 hours for notification to be received. If by email please allow 48 hours for notification to be received.

Cancelling your Event

- 1 In the event you wish to cancel your booking, you must write immediately to Let Loose!
- 2 A cancellation is not effective until a copy of your letter is received by Let Loose!
- 3 On receiving notice of your cancellation Let Loose! will make reasonable endeavours to cancel any third-party expenses incurred in relation to your booking.
- 4 You will remain liable to pay Let Loose! the full cost of any such non-refundable expenses.

If Let Loose! Cancels or changes your Event

It is unlikely that Let Loose! will have to make alterations to your Event but, as arrangements are planned many months in advance, Let Loose! reserves the right to make changes, or, in certain circumstances, cancel your event. Most changes are of a minor nature and Let Loose! will advise you at the earliest possible date.

Occasionally, Let Loose! may have to make a "Major Change" which is defined as follows:

- 1 Cancellation of the Event
- 2 Change of Activity selection at The Park
- 3 Change of Event timings by more than one hour
- 4 Any significant reduction or modification of advertised facilities

If Let Loose! must make a Major Change Let Loose! will inform you as quickly as possible. If there is time to do so before your recommended arrival time Let Loose! will offer you the choice of the following options:

- 1 Accept the changed arrangements, or
- 2 Purchase an alternative Event/day from Let Loose! of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, Let Loose! will refund the difference but if it is more expensive, Let Loose! will ask you to pay the difference), or
- 3 Cancel your Event and receive a full refund of all monies you have paid to Let Loose!

Please note that the above options are not available where any change made is a minor one. Let Loose! reserves the right to make changes to the Let Loose! course and Activity whether to conform to any applicable safety or other statutory requirements or otherwise.

In the event it proves necessary to close the Activities for reasons beyond the control of

Let Loose! and in circumstances where your party has commenced participation in the Activities, you shall not be entitled to any refund (in part or in whole). In such circumstances Let Loose! may, but shall not be obliged to, offer alternative dates or times at reduced rates.

Compensation

1. If Let Loose! must make a Major Change one week or less before the date of the Event Let Loose! will also pay you compensation of £10 per group member, subject to exceptions outlined in Force Majeure (below)
2. Exceptions Compensation will not be payable, and no liability beyond offering the above-mentioned choices, can be accepted where Let Loose! are forced to make a change because of unusual and unforeseeable circumstances beyond Let Loose! control, the consequences of which Let Loose! could not have avoided even with all due care, (see Force Majeure).
3. In all cases, Let Loose! liability for Major Changes is limited to offering you the abovementioned options and, where applicable, compensation payments.
4. Let Loose! regrets that it cannot pay any expenses, costs, or losses incurred by you as a result of any change.
5. No compensation is payable for minor changes.

Force Majeure

Compensation will not be payable if Let Loose! is forced to cancel or, in any way change, your arrangements due to war, threat of war, industrial dispute, riots, civil strife, political unrest industrial dispute, terrorist activity, natural or nuclear disasters, fire or adverse weather conditions, epidemics, theft, quarantine, medical or customs regulations, technical and administrative problems with transport, closure of airports & train stations, breakdown with machinery and equipment, water shortages or other unusual and unforeseeable circumstances beyond Let Loose! control which could not have been avoided.

Let Loose! Liability to You

- 1 Let Loose! warrants that the services comprised in the Event will be performed with reasonable skill and care and in accordance with the contract.
- 2 Subject to the terms of these Booking Conditions, Let Loose! liability hereunder (except in respect of death or personal injury caused by Let Loose! negligence) for any delay in performing or any failure to perform any of Let Loose! obligations shall be limited to the payment of compensation as provided herein or a refund of payments made. Any refunds or payments of compensation are subject to you having first taken all reasonable steps to notify Let Loose! staff or the supplier at the Event and given Let Loose! the opportunity to rectify the problem.
- 3 Let Loose! cannot accept responsibility for death, injury or illness caused during your Event unless it is proved this is due to negligence or omission of Let Loose! employees, agents, suppliers or subcontractors whilst carrying out the course of their duties on Let Loose! behalf. Nothing contained herein is intended to or shall it limit Let Loose! liability for death or personal injury arising from Let Loose! negligence.
- 4 Let Loose! liability for any claim (other than our legal liability for loss of or damage to your personal property, personal injury, illness and or death) will be limited to the cost of your event.
- 5 Let Loose! warrants that it has taken all reasonable and proper steps to ensure that the suppliers of the various services, which will be provided to you as part of your Event, are safe and reputable and that they comply with the local and national laws and regulations which apply to the service they provide.
- 6 **Personal injury: If you and any member of your party suffers illness, injury or death and it is proved this is due to negligence or omission of Let Loose! employees, agents or**

suppliers, you must tell Let Loose! or the supplier involved about your illness or injury whilst you are at Let Loose! site and write to Let Loose! within 6 weeks with details.

Complaints about your Event

Let Loose! appreciates that, in spite of every effort that it puts in to make sure that you have a trouble-free enjoyable Event; things from time to time go wrong. If you have a complaint you must inform Let Loose! staff or hosts immediately. They will do their utmost to resolve the problem as soon as possible. In the unlikely Event that a satisfactory solution is not found, and you wish to bring the matter to Let Loose! attention, please write to the Let Loose! head office detailing in full the nature of the complaint, and your booking and contact details within 28 days of the Event. This will allow Let Loose! to investigate your complaint efficiently and effectively.

Data Protection

Occasionally to process your Event booking with Let Loose! and to ensure that your Event arrangements run smoothly and meet your requirements, Let Loose! needs to collect from you, hold and use certain personal information relating to you and all your members of your group. This includes as appropriate your company's/organisation's or an individual's name, address, telephone number, email address, credit card or debt card number, card expiry date and activity requirement or other information relating to your company's or organisation's Event group booking. In making this booking you are consenting on behalf of all members of your group to Let Loose! passing on certain personal information to companies, organisations and third parties to process your Event group booking. Let Loose! may contact you and members of your group (either directly or through our authorised direct marketing agents) from time to time with details of its products, services or special offers or other information Let Loose! think you and members of your group may find interesting. However, Let Loose! will not pass any sensitive personal information (as defined in the Data Protection Act 1998) collected from you to companies, organisations or selected third parties that are not part of your Event arrangements.

Acceptance of Risk and Disclaimer

These Booking Terms and Conditions incorporate Let Loose! Acceptance of Risk and Disclaimer which you as a representative of your Group will be required to box tick online at the time of booking. Upon arrival at the Park and before being allowed to undertake the Let Loose! Activities you will be asked to verbally agree to the same Acceptance of Risk. This will be in the reception at Let Loose! on the day of your Event and must include each participant.