



OAKWOOD OUTDOOR

Activity Terms & Conditions

BOOKING PROCEDURE

An activity booking may be made by telephone or email. We will then raise an invoice requesting a **non-refundable deposit**. The payment of the deposit confirms your acceptance of these conditions of booking. The booking will be held for 7 days pending receipt of the deposit. We will confirm the booking by phone or email once the deposit has been received. If we do not receive the deposit within that period we will have to cancel the booking. You will receive an email or a phone call to let you know that this has taken place.

PAYMENT TERMS

A **30% non-refundable deposit** is required to secure the booking.

Payment for the remaining balance (70%), is due two months before arrival. If we do not receive this payment on time, Oakwood will treat the booking as cancelled, and full cancellation fees will apply.

If a booking is made within two months of the arrival date, full payment is due within 7 days to secure the booking.

CANCELLATION POLICY

Any CANCELLATION MUST BE MADE IN WRITING to Oakwood Youth Challenge, and is only effective on the date received. Cancellation of a booking or reduction in numbers, will be subject to the following charges:

- a) Cancellation of a booking or reduction in numbers made within two months of a visit will be charged at 100% of the full original fee
- b) Cancellation of a booking made more than two months before the visit will be charged at 30% of the full original fee

In the event of your booking having to be cancelled by Oakwood, you will be offered either a full refund, or a similar booking on different dates.

In the event of cancellation for whatever reason, by either a group or individual, the deposit is non-refundable.

RESCHEDULING

Activity bookings may be rescheduled up to two months before the date of the session, with the deposit being carried over to the new booking. Bookings can only be rescheduled once.

Bookings may not be re-scheduled within two months of the session date. They would need to be cancelled, subject to the above-mentioned cancellation fees, and rebooked.

DAMAGES

The group is responsible for the cost of repairs for any damage caused to the centres equipment and / or property caused by members of the group.

CHANGING YOUR GROUP SIZE

We recommend that you estimate as accurately as possible the size of your group as it impacts on pricing, instructor allocation and the type of activity session available. Please see our pricing information for more details.

If the number in your group increases, we will do our very best to accommodate your requirements, however we cannot guarantee that we will have instructors available. If Oakwood is able to accommodate an increase in group size, a new invoice will be raised for additional numbers, with payment terms as detailed above. This **MUST** be paid before the date of the session.

If the number decreases, you (as agent for the group) will be liable for the appropriate cancellation fee, as detailed below:

- a) Cancellation of a booking or reduction in numbers made within two months of a visit will be charged at 100% of the full original fee
- b) No fee will be charged for reduction in numbers made *more* than two months before a visit, so long as the numbers do not fall below minimum limits.