



Albany Outdoor Terms and Conditions

Participants are required to complete a physical declaration/medical/consent form. Courses operate within governing body recommendations and therefore spaces on courses are limited, please book early to avoid disappointment.

Booking procedures for Schools/Groups/Parties

Please complete the booking pack in full and return to albanypark@achievingforchildren.org.uk. Bookings should be made at least two weeks in advance of the first session.

Cancellations for Schools/Groups/Parties

In returning the booking pack to the email albanypark@achievingforchildren.org.uk you accept that if you withdraw from a course within 4 weeks prior to the course start date you will be liable to pay the full cost.

Please note, due to strict instructor to participant ratios, the number stated on the booking form will be the amount invoiced for.

Booking procedures for Adult/Holiday Courses/Pre-bookable Sessions

Please follow the process on our bookings page <https://uk.bookingbug.com/home.45738-achieving-for-children>

Cancellations

If you withdraw from a course 4 weeks prior to the course start date you will be liable to pay the full cost. Exclusions to aforementioned are for medical reasons supported by a doctor's certificate, at the centre manager's discretion. There will be a £10 course amendment fee for any changes made after a booking has been completed. This fee applies to cancellations, refunds and changes of course details. Please check details clearly and coordinate with friends/commitments before booking.

Change of tutor

Albany Outdoors reserve the right to change the course tutor. The centre will endeavour to staff female only sessions with female staff where possible, also to maintain the same tutor throughout the course.

Insurance

Albany Outdoors has mandatory insurance cover relating to our form of business and third parties. Participants are advised to take out insurance cover against accidents, injury and loss or personal possessions.





Personal statement

"I understand that, whilst Albany Outdoors take responsible care of course participants, unless they are negligent they cannot be held liable for any loss, damage or personal injury suffered. I hereby agree to indemnify 'Achieving For Children Ltd', its employees and agents against all liability for injury, loss to person or person's including death to act of default of course participants unless, injury or death was a result of negligence by 'Achieving For Children Ltd' or employees".

General Conditions

Albany Outdoors take full responsibility whilst under instruction. Outside of the agreed session times, the responsibility rests with the accompanying teacher/leader/booking agent. Every participant is required to comply with all safety precautions and advice from teaching staff and to adhere to guidance received to the best of their ability. Albany Outdoors reserve the right to cancel a course. In the unlikely event that these circumstances arise, a full refund will be granted unless an alternative course is offered and agreed with the customer. The centre will not be held liable for climatic change/weather conditions. The senior team reserve the right to revise the programme accordingly and to adapt the programme to ensure the safety and welfare of the customers. The senior team reserve the right to refuse admission or evict any person from the facility in the interest of staff safety and customer welfare.

Centre Good Practice

Albany Outdoors also conforms to all requirements of the Adventure Activities Licensing Authority (AALA) and is a licensing authority licensed provider of adventure activities for young people under the age of 18 years. The above information can be verified by contacting the AALA on 029 2075 5715. The centre is also a British Canoeing (BC) and Royal Yachting Association (RYA) approved centre and is inspected by the relevant governing bodies. This can be verified by contacting BC on 0300 0119 500 and RYA on 023 8060 4100. All instructors at Albany Outdoors meet or exceed the governing body requirements for coaching qualifications for all the activities that they are employed to instruct. Equipment used at Albany Outdoors is maintained to the highest standards in line with all current UK and EC directives including personal buoyancy aids which are required to be worn at all times during water sport activities.

