



## Terms And Conditions

### 1. ACCEPTANCE OF BOOKINGS

A booking should only be deemed to be accepted when Bala 4x4 Ltd issues a confirmation in respect of the booking. On receipt of your booking confirmation the cancellation policy applies. All such bookings are subject to availability and Bala 4x4 Ltd reserve the right to amend bookings; however, in such cases we will make every effort to offer you a satisfactory alternative.

The person making the Booking warrants that he/she has the authority of all the persons included in the booking, whether or not detailed by name on the Booking Form, to accept the booking conditions as specified.

### 2. PAYMENT

Payment is required within 14 days of date of invoice. Bala 4x4 Ltd will not accept any liability for any delay or additional expense incurred in such a case. All cheques to be made payable to Bala 4x4 Ltd.

### 3. CHANGES TO YOUR BOOKING

If you wish to make an amendment to your booking after it has been confirmed, details of the changes you require must be conveyed in writing to Bala 4x4 Ltd. There is a charge of £25 per booking change. Bala 4x4 Ltd cannot guarantee to satisfy a request to amend programme arrangements; however, we will make every effort to accommodate your requirements. Bala 4x4 Ltd reserves the right to amend booking arrangement details and specific vehicles or equipment used. Any amendments must be made and confirmed at least 14 days prior to the date of booking.

### 4. CANCELLATIONS / REFUNDS

No automatic refunds are available for goods, services and / or vouchers purchased. Goods and services are not transferable. A Credit Note can be issued to the value of the goods purchased. Credit notes are valid for a 6-month period and must be used within the 6-month period from date of purchase of goods. This does not affect your statutory rights.

Cancellations within 30 days of the commencement of the programme must be made in writing. Should a confirmed booking be cancelled, you will be liable to cancellation charges in accordance with the following scale:

15 – 28 days – 25%.

14 – 7 days – 50%

7 days or less – 100 %



Percentage cancellation charges will take effect from the date of receipt of correspondence advising of the cancellation.

#### 5. DAMAGE DEPOSIT.

We have never had a customer injury or a vehicle damaged. All events start with a Safety Briefing where the Rules & Regulations relating the event are explained and guests sign to confirm their understanding and acceptance. Guests are reminded that they are potentially liable for damage or injury caused by reckless or irresponsible behaviour, or where they fail to follow the rules relating to the venue or the instructions of an Instructor or member of the Bala 4x4 Ltd instructor team. DAMAGE DEPOSIT. Damage to vehicles may be charged against the account used to make the booking in these circumstances

#### 6. GENERAL

Bala 4x4 Ltd takes due care and attention in arranging your programme. Descriptions of programmes and prices are published in good faith and are believed to be correct at the time of printing.

7. Customer problems are very rare and our Customer Satisfaction Index score reflects our commitment to excellence. Any cause for dissatisfaction must be taken up with the Bala 4x4 Ltd Senior Instructor or Course Co-ordinator in charge of the programme at the time.

If you remain dissatisfied let us know within 7 days of the occurrence and we will do all in our power to resolve the matter.

#### 8. GIFT VOUCHERS VALIDITY

Gift Vouchers are valid for 12 months and must be used to book a date within 12 months of the date of issue. Vouchers are transferable, but non refundable and have no equivalent cash value. If, for any reason you are unable to book your event by the expiry date, your voucher may be extended for a further 3 months upon application and as long as the voucher has not expired. There is an administration fee of £25 for these services. If the price of the activity has increased or there is a fuel surcharge applicable since the original date of issue, there may also be a supplement to pay on extensions.

#### 9. USE OF OWN VEHICLES

Customers and clients are welcome to use their own vehicles on training days, experience days and events, however it should be noted that we do not accept any responsibility or liability for any damage that might occur. Although we will do our best to avoid any damage, it can occasionally happen. Therefore the use of your own vehicles are at your own risk. All vehicles must be taxed, tested and insured. Most insurance providers do not cover vehicles when off-roading: it is your responsibility to check your insurance policy before attending.