



Acknowledgement of risk and responsibility

Adventurous activities hold inherent risk, whilst Dartmoor Adventures will do all we can to minimise this risk, some will remain. Dartmoor Adventures will undertake the following in order to minimise risk:

- Carry out a careful risk assessment.
- Our staff will continue to 'dynamically risk assess' throughout the activity.
- All of our staff will hold a relevant qualification to your activity.
- All of our staff will hold an in date first aid certificate.
- We will ensure that we plan, and adapt, the activity according to your capabilities.
- We may adapt or abandon activities due to factors including; weather conditions.
- We will request your medical information; this helps us keep you safe.
- We will ensure any provided equipment is safe and fit for purpose.
- Our staff will provide you with clear instructions to help keep you safe.
- We ask that you consider your safety, and that of those around you, in your actions.
- You will be required to wear appropriate safety equipment, dictated by your instructor.

Other T&Cs

- If you choose to use your own equipment, please ensure that it is:
 - In a safe and fit for use condition.
 - A suitable choice of equipment for the activity.
 - Within any manufacturer's recommended life spans (mostly applies to PPE).
 - Please be aware that your instructor will check your equipment and have the right to refuse your use of it, this may impact the rest of the session. If you have concerns, please contact us before your session.
- As mentioned above you will be required to wear suitable safety equipment/ PPE for some activities:
 - For paddle sports, you will be required to wear a buoyancy aid, and where appropriate a helmet.
 - For climbing you will be required to wear a helmet.
 - For cycling you will be required to wear a helmet, other protection may also be worn/offered as appropriate.
- You must ensure you are in a fit state to participate in the activity:
 - Ensure you are sober; being sober excludes being under the influence or hung over. Please be aware that if you are not in a suitable state your instructor has the right to cancel your session, without a refund, on the day.
 - Please ensure that you consume enough food and water before and during your activity. Please ensure you wear and bring suitable clothing, if you have any questions please get in contact!
 - Please ensure you provide us with all relevant medical information. Including, but not limited to: allergies, diabetes, recent and older injuries, pregnancy, epilepsy, etc. We will be discrete with this information; this is unlikely to bar you

from activities, but allow us to plan a suitable activity in order to provide a safe and enjoyable session.

- If you have a dog and would like to bring it, please ask beforehand. If we agree to you dog attending, please be aware:
 - That you are responsible for your dog's behaviour.
 - By bringing your dog you are stating that you are confident in your dog's recall and behaviour.
 - Where appropriate you should put your dog on a lead.

- Cancellation policy:
 - Please be aware that we may have to adapt, move or abandon your session due to adverse weather conditions. We will endeavour to plan in advance as best we can, but the nature of outdoor sports leaves us a little at the mercy of the weather. Where the session cannot to run due to adverse conditions, we will endeavour to rearrange to a suitable time.
 - We understand that circumstances change, and you may need to cancel. Where this is the case, we are happy to rearrange / transfer your booking to a time that suits all parties.
 - If you would prefer to cancel, as appose to rearrange, our refund policy is as follows, this takes into consideration our time preparing your session as well as the impact on other work opportunities:
 - With over 1 weeks' notice we will refund 90% of your payment.
 - Within a week we will refund 50% of your payment.
 - Within 24 hrs you will not be refunded.
 - If we experience un-foreseen circumstances resulting in us being unable to provide your booked session then there are a few avenues we can explore:
 - We may be able to arrange a trusted, experience and qualified instructor to provide your session, at no extra cost.
 - We can endeavour to rearrange your session to a time that suits both parties.
 - In the unlikely event that neither of these are feasible, we will refund your payment.

- We will invoice you for payment prior to your activity, please pay promptly and at least a week before the activity is due to commence.

- Please sign on the attached form to indicate you have read and accept the above.