



## Dartmoor Adventures - Term and Conditions

### 1. Acknowledgement of Risk and Responsibility

Adventurous activities carry inherent risk. While Dartmoor Adventures will take all reasonable steps to minimise these risks, some will always remain. We commit to the following measures to help manage and reduce risks:

- Conducting detailed risk assessments prior to activities.
- Continuously applying dynamic risk assessments during sessions.
- Ensuring all staff are experienced and qualified for your activity.
- Ensuring all staff have up to date first aid certification.
- Tailoring activities to your capabilities and adjusting where necessary.
- Amending or cancelling activities in response to weather or other external factors.
- Reviewing your medical information to support your safety.
- Providing and checking equipment to ensure it is safe and appropriate.
- Giving clear safety instructions before and during the session.
- Requiring the use of appropriate safety equipment as determined by your instructor.
- Asking you to consider both your own safety and that of those around you.

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### 2. Use of Personal Equipment

If you choose to use your own equipment, it must meet the following criteria:

- Be in safe, working condition.
- Be suitable for the intended activity.
- Fall within the manufacturer's recommended lifespan, particularly for PPE.

**Please note:** Our instructors will inspect personal equipment before use and reserve the right to disallow it. This may impact your ability to participate. If you are unsure, please contact us in advance.

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### 3. Personal Protective Equipment (PPE)

You will be required to wear the appropriate safety equipment for your activity:

- **Paddle sports** - Buoyancy aid (mandatory), helmet where appropriate.

- **Climbing** - Helmet and harness (both mandatory).
- **Scrambling and Weaselling** - Helmet (mandatory)
- **Cycling** - Helmet (mandatory); other protective gear may be provided or required.

Other specific activities will have requirements and/or recommendations, which will be communicated when you book or by your instructor. For example, all activities require suitable footwear, the specifics of which will be communicated by email at the time of booking.

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#### **4. Participant Responsibilities**

To help ensure a safe and enjoyable session:

- Arrive sober and fit to participate. This includes not being under the influence of drugs or alcohol or suffering from a hangover. Instructors have the right to cancel your session without a refund if you are not fit to take part.
  - Eat and hydrate appropriately before and during the activity.
  - Wear and bring suitable clothing for the conditions and activity.
  - Provide accurate and complete medical information, including (but not limited to): allergies, diabetes, injuries (recent or historical), pregnancy, epilepsy, etc. This helps us plan safely and does not necessarily prevent participation.
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#### **5. Dogs on Sessions**

If you wish to bring a dog, prior agreement is required. If approved:

- You are fully responsible for your dog's behaviour.
  - By bringing your dog, you confirm it has reliable recall and good behaviour.
  - You must use a lead where appropriate.
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#### **6. Unforeseen or Unfavourable Circumstances**

We may need to adjust, postpone, or cancel sessions due to unforeseen or unfavourable circumstances such as adverse weather. If this is the case, we will attempt to reschedule your session to a suitable alternative date. If rescheduling is not possible, we may offer a full refund if no alternative can be arranged.

We understand that circumstances change, and you may need to cancel. If you need to cancel, we may be able to offer a rearranged date, subject to availability. Otherwise, our refund policy is as follows. This considers our preparation time and the potential loss of other bookings:

- **75% refund** with 28+ days' notice.
  - **50% refund** with 14-27 days' notice.
  - **No refund** with fewer than 14 days' notice.
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## 7. Payment Terms

You will receive an invoice or online payment link before your activity. Please pay within the timescale stated on your invoice, normally within 2 weeks of the invoice date.

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## 8. Confirmation

By signing the medical and consent form you have been sent, you acknowledge that you have read and accept the above terms and conditions.

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## 9. Contact

If for any reason you wish to get in touch please do so by email [hello@dartmooradventures.co.uk](mailto:hello@dartmooradventures.co.uk) or via [social media](#).