**Terms and Conditions**

Please read the Terms and Conditions prior to purchasing any goods or courses with Freeworld Adventures.

By placing an order for goods or courses, the client verifies that they agree to the Terms and Conditions.

Freeworld adventures shall not be held responsible for any actions or claims which are the result of the client’s negligence toward the Terms and Conditions. Freeworld Adventures will not be held responsible for any claims or actions which are the result of the client not disclosing relevant or necessary medical information (i.e. allergies, injuries, illness, disability etc) which will be required by Freeworld Adventures to know prior to a course.

If you have any questions regarding the Terms and Conditions, please do not hesitate to contact us

1. **Agreement**

The agreement is a contract between Freeworld Adventures (hereafter ‘Freeworld’) and the client (including the person that signs the booking form for courses). No variation of the Terms and Conditions shall be applicable unless agreed in advance in writing by Freeworld.

1. **Purchase of courses**

All descriptions for courses are correct at the point of sale. The Terms and Conditions for courses form the basis of a contract between Freeworld and the client.

Any course booked with Freeworld will be confirmed on receipt of a completed booking form plus full payment, if a course starts 4 calendar weeks or less of the course start date or less, or a 20% non refundable deposit of the full course fee if booked 4 calendar weeks or more in advance of the course start date.

Where a deposit has been paid the remainder of a course fee, must be paid 4 weeks prior to the start date of the course. All payments made upon booking must be cleared before booking is confirmed.

Freeworld Adventures reserves the right to refuse any booking without giving a reason, where upon no payment will be taken.

Although Freeworld offers courses to persons from 5 years and over; it is required that clients under the age of 16 are accompanied by an adult, throughout the durations of the course, as in compliance with the ‘Child Protection Act 2004’.

Freeworld endeavours to undertake every reasonable effort to ensure any person(s) attending a course, experience the agenda as per described in the course. In this respect it is required that the client or the responsible accompanying adult will inform Freeworld of any medical condition(s), that may affect the clients during their course. Freeworld will make every reasonable effort to work with and around any medical condition(s) a client may have, but can not be held responsible for any injury which occurs as a result of an underlying medical condition or misinformed medical condition.

Freeworld reserves the right to cancel a contract and hence discontinue the participation of a client from the course, if Freeworld deem it to be in the best interest of the client, due to ill health, illness or injury. Under these circumstances the client will not be entitled to a refund.

1. **Cancellations by the Client**

The client must cancel their course 4 weeks prior to the start date of the course (deposit is non refundable).

A client will be considered to have cancelled if the full course fee is not paid 4 weeks prior to start date. A reminder will be sent 4 week before start date of course

In the case of a course being booked less than 4 weeks of a start date; the course must be cancelled 1 week prior to the start date. If the date is less than 1 week before course start date, the client must contact Freeworld to specify they have cancelled. A 20% fee of the course cost will be charged. The remaining costs of the course will be refunded.

No refund will be made in the case of a client failing to contact Freeworld of their cancellation.

It is made clear that the client acknowledges any cancellation charges as reasonable, due to the need for Freeworld to make substantial preparations in advance of each course.

1. **Cancellations and changes made by Freeworld Adventures**

In the unlikely event of a course being cancelled by Freeworld due to unforeseeable circumstances or circumstances beyond the control of Freeworld, an alternative date will be offered and if a suitable alternative date can not be identified, a full refund will be made.

1. **Client conduct during a course**

Freeworld expects its clients to act in a safe and reasonable manner throughout the duration of the course.

Accompanying adults, guardians or teachers of young clients are expected to take responsibility of the client’s behaviour and themselves, act in a safe and responsible way.

If Freeworld considers the behaviour of any individual to be either unsafe or inappropriate, and as such compromises the health, safety or enjoyment of any other clients on a course, including Freeworld staff; then that person may be asked to leave and will not be entitled to any part or full refund.

Bullying will not be tolerated on any Freeworld course. Any acts of bullying will be considered inappropriate and the offending client will be asked to leave without exception by Freeworld staff, and will not be entitled to any part or full refund.

Alcohol, illegal drugs and any narcotic substances are strictly forbidden. Any person suspected or found to be carrying such items will be asked to leave and will not be entitled to any part or full refund.

All clients are expected to respect the countryside and environment where their course is held.

Clients are responsible and liable for any damage or breakages caused to any Freeworld equipment and will be billed accordingly.

1. **Health, Safety and Personal Protective Equipment,**

Freeworld instructors will provide safety briefings and instructions throughout the duration of the course; this is in the best interest of the client for both their safety and the safety of others. In the case of a client jeopardising either their own safety or the safety of others through non compliance of safety instructions by Freeworld staff; then that person may be asked to leave and will not be entitled to any part or full refund.

Freeworld Adventures will provide a kit list, made up of appropriate clothing and equipment required for a course. If a client does not bring all the necessary equipment or clothing for their course and the Freeworld instructor recognises that the client is ill equipped, then that client could potentially be ejected from the course and will not be entitled to any part or full refund.

If a client feels that they may be ill equipped for a course, it is essential that they contact Freeworld at least 2 weeks prior to the start date of a course. Freeworld will undertake a reasonable effort to assist the client to resolve the problem.

All courses are outdoor based and it is imperative that all clients observe and respect the environment within which a course is held. The client will be liable for any damage caused to the environment, buildings or livestock, whether it being due to negligent or deliberate. In the case of any damage occurred, the client will be liable to pay any costs incurred as a result of their actions.

Any client that the Freeworld staff observe to be causing such potential damage, in a negligent or deliberate manner will be asked to leave and will not be entitled to any part or full refund.

1. **Liability and Insurance**

The very nature of the courses, including the location, confers a potential hazard that could result in injury or damage to persons or possessions. The client must accept that all courses are not hazard free, where the highly unlikely, worst case scenario is death. Freeworld staff will instruct all clients of the appropriate health and safety protocols. It is intended that a clients adherence will minimise any potential risks. Any injury sustained by failure to comply with relevant health and safety advice is the liability of the client. Freeworld will always ensure that risks and hazards on all courses are minimised and clients accept this and undertake actions under their own judgements.

Freeworld only accepts responsibility for a physical injury to a client that is shown to result from negligence on the part of Freeworld.

It is the responsibility of the client to look after their own personal belongings and equipment, (including vehicles, clothing and money) and Freeworld cannot be held responsible for any loss or damage made to client’s personal belongings and equipment.

Freeworld will not be held responsible for any accident or mishaps occurring to third parties taught by attendees of any Freeworld course.

Freeworld has the appropriate Insurance with a reputable Insurer, who specialises in our industry. Insurance is for the duration of the course only. Any claim made by a client against Freeworld, should be addresses to the company in writing giving full details of the claim.

Freeworld recommends that the client considers acquiring adequate trip/travel insurance, which will cover any losses (Including personal possessions, money, and cancellations of course for example, due to bad weather), prior to any Freeworld course.

1. **Complaints**

In the unlikely event that a complaint is made by a client towards Freeworld, then this complaint should be made to a representative of Freeworld during the course, in order for the correct course of action be made, to resolve the problem. However, should a problem not be resolved, then the complaint must be made in writing by the client to Freeworld within 28 days after the course date. After this period, Freeworld will not be liable for any claim in respect of the initial complaint.

1. **Other**

Freeworld does not provide food, accommodation or transport for any of its courses. It is the responsibility of the client, to be adequately prepared with their own food and drink for a course.

It is the responsibility of the client to provide and organise their own accommodation, if needs be, prior to a course. If clients are unable to find accommodation (if needed), then they must contact Freeworld as soon as possible to resolve the solution.

It is the responsibility of the client to arrive promptly at the allocated destination, at the allocated time in order to join the course. No extension of a course will be made for any clients if they are unreasonably late.

The client agrees that any recorded materials, including photographs or video footage taken by Freeworld by the instructors during the course may be used by Freeworld Adventures for promotional material, in published form, including on the Internet.

Freeworld Adventures reserves the right to change these Terms and Conditions without warning. These will be available for any clients or potential clients to observe on the Freeworld Adventures website at any time.