



Great Escape Team Building Limited (TGE) is the supplier of team building challenges and adventurous activities. When you purchase an activity you become legally bound by these terms and conditions. Please do not proceed and book an activity or complete a booking until you have read, understood and accepted these terms and conditions (the T&Cs). These Booking Terms and Conditions apply to the booking of any of “The Black Hawk Zip Line”, “The Tiger Challenge Course”, “Crate Stack”, all team building challenges and “The Great Escape Treasure Hunt”. They will be known as the “Activities”. This will also include any ancillary products.

BOOKINGS

These booking T&Cs contain important information concerning participation by you and members of your party in the Activities and, accordingly, you acknowledge and agree that you shall ensure that all members of your party are aware of and accept these T&Cs.

TGE reserves the right to make changes to the Activities, whether to conform to any applicable safety or other statutory industry requirements or otherwise, at short notice. TGE always aims to conform to all regulations and best practices.

No booking shall be deemed to have been accepted unless accepted in writing by TGE (which shall include an email confirmation of booking). These booking T&Cs incorporate our Privacy Policy and Rules of Participation. You and each member of your party will be required to sign a disclaimer form before being allowed to undertake any of our Activities. You must therefore advise TGE as soon as possible of any mistakes or amendments in our booking confirmation. TGE shall make reasonable effort to ensure that you and your party’s participation commences at the time booked (if booked in advance) and it shall be the responsibility of each participant to ensure that they arrive in sufficient time for the Activity. Late arrivals may not be permitted to undertake the Activity if they fail to make their allocated booking time and no refunds or compensation will be payable in such circumstances. Non attendance on the day you have booked will see you lose your Activity without refund.

WEATHER

All of our Activities are weather dependent. Weather is unpredictable and events do have to be cancelled occasionally. High winds, lightning and thunderstorms are our main concerns. Cancelling an event can be a huge inconvenience for both participants and ourselves, however your safety is paramount and we would appreciate your understanding. If bad weather affects a booking it will be rescheduled by TGE at no extra charge to you for a later date. We will endeavour to reschedule it as soon as possible. No refunds will be given. There can be no guarantee that a particular date will not be withdrawn due to adverse weather conditions. If poor weather is predicted, we recommend that you contact us before you set off. Please be aware weather conditions can change quickly and Activities can still be cancelled on the day or after the event has started, should the activity be deemed unsafe. In the event of cancellation, TGE will not be held liable for any costs of lost insurance premiums, travel expenses, pre-booked accommodation costs

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or any other costs incurred. Please ensure you have provided us with all your contact details, including the mobile phone number you will have with you on the day.

AVAILABILITY

All Activities are offered subject to the availability of dates, facilities and staff. Bookings should be made as far in advance as possible especially during peak times (weekends and school holidays). Where specific elements of the Activity are not available due to mechanical breakdown, we reserve the right to cancel the Activity at short notice. In the event of this happening you will receive a refund.

DURATION AND TIME OF ACTIVITY

Please allow plenty of time to arrive on site and check in. Where the duration of an activity is mentioned on our website and marketing material or by a member of our team this is an approximate guide to the length of time you should expect to be on site. The duration may vary slightly from time to time and is always dependent on the number of participants. When you are taking part in the Activity as part of a group there may be some extra waiting time involved.

DESCRIPTIONS & IMAGES

All descriptions contained on our website and in our marketing material are correct at the time of going to press. Descriptions may be updated throughout the year as the Activity may change. The images used in all promotional literature to illustrate Activities, are used as an indication only. TGE shall not be responsible for the descriptions and images of external websites.

SAFETY

We ask you to leave plenty of time to get to our site. All of the Activities we offer require registration and safety briefings, it is therefore essential that the participant has booked in and has completed the correct forms otherwise they will not be able to participate in any Activity.

No alcohol or drugs should be consumed before any of the Activities we offer. Our staff reserve the right to refuse participation in an Activity to persons suspected to be under the influence of alcohol and / or drugs. All Activities require the wearing of safety equipment such as harnesses, this is mandatory and there are no exceptions. If the harness does not fit you correctly, you will not be able to take part in the activity. You will be advised of all other safety precautions upon arrival at site and also in your confirmation details. We employ professional instructors who reserve the right to end an Activity or to require a participant to withdraw if they believe a participant may endanger themselves or other participants or other members of the public.

REFUNDS AND CANCELLATIONS

If you change your mind about your purchase, TGE will refund booked activities bought direct from the TGE within 7 days of purchase, providing it is also 7 days or more before the date of the activity. After 7 days from booking and/or for less than 7 days before the stay, no refund will be given.

Sometimes the TGE may have to cancel activities for reasons, such as the weather, mechanical breakdown, or because minimum requirements are not met (such as a minimum group of people). We regret such eventualities, but in these circumstances TGE's is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled activity. An activity may be terminated without warning during the lifetime of bookings, on these occasions, credit will be offered but no cash refunds will be made.

INSURANCE

The very nature of some of the Activities that we promote means that they are dangerous. Prior to ordering or participating in any experience you should be aware of the risks involved. TGE can provide further information if you are in any doubt about any experience. We hold valid public liability insurance up to £10m and this is always available to view on site, if you wish to see it please ask a member of staff.

SITE LIABILITY

TGE shall not be responsible for the loss, or damage, of or to any property or to person arising from the booking of or participation in the activity except as otherwise provided in these T&Cs. TGE shall not be responsible for the actions and quality of external providers or any loss or damage suffered by you whilst you are attending one of our Activities. By participating in an Activity with us you acknowledge that certain factors are beyond the control of TGE and agree that neither TGE shall be liable for the cancellation, postponement or alteration of any activity for reasons beyond its reasonable control including for weather-related reasons, mechanical failure or otherwise. In the event of mechanical machinery break down you should expect reasonable substitutions without notice. The total liability of TGE for any claim whatsoever in connection with the Activity or any course or experience shall be limited to the price paid for the voucher or booking.

ACTIVITIES RESTRICTIONS & REQUIREMENTS

Certain experiences provided by us are subject to a minimum age, health or other requirements. These details are listed on our website and below, they are also listed in your booking confirmation and at registration. It is the purchaser's responsibility to check that the restrictions are met. Once you have confirmed a booking you are not eligible for a refund if you are forced to cancel because the minimum requirements are not met. Details of restrictions and requirements are below. Please read them carefully.

Restrictions for the Black Hawk Zip Line

- Lower weight limit is 30kg (4.7 stone)
- Maximum weight limit is 120kg (18.8 stone)
- Height restriction, you must be taller than 1.2m (3ft 3") and shorter than 2.0m (6ft 7")
- You must be able to climb the ladder leading to the activity
- Minimum age is 6 years

Restrictions for Crate Stack

Minimum age 8 years

Restrictions for the Tiger Challenge Course

Minimum age 5 years

Requirements

- Alcohol – If you appear intoxicated you cannot take part in any activity
- Under 18's require a parent or guardian's permission and signature
- Disclaimer consent must be completed prior to participation to comply with our insurance regulations
- Glasses and hard contact lenses can be worn
- Please wear appropriate footwear and clothing

If you are not in good health, you should NOT participate in our activities.

If you have any of the following conditions you should seek medical advice before participating and provide a Doctor's note on the day confirming that you are fit to participate:

- High Blood Pressure
- Heart Condition
- Suffer from Dizziness or Epilepsy
- Damage to neck, back, spinal column, legs or eyes
- Head injury
- Asthma
- Pregnancy

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