



Great Hagley, Hopton Castle. Shropshire, SY7 0QF

TERMS AND CONDITIONS

Please read these terms and conditions carefully before completing and returning our booking form. Once a completed booking form has been accepted in writing (including electronic communication) by Great Escape Team Building Ltd all the persons named on the booking form will have entered a binding contract on the basis of these terms and conditions. If you have any questions about them, please do not hesitate to contact us.

1. Definitions

“The Great Escape” means Great Escape Team Building Ltd. “The client” means the school, company, partnership or other organization named on the booking form. “Great Escape Camp” means one of Great Escape Team Building instructional experiences. “Booking form” means one of The Great Escape’s booking forms duly completed.

2. Agreement

Agreement on the basis of these terms and conditions arises upon the fulfillment of the following:

- Receipt by The Great Escape of a properly completed booking form accompanied by the payment or deposit specified by that booking form.
- Clearance of the payment or deposit into The Great Escape’s bank account.
- Acceptance by The Great Escape in writing.
- The Great Escape reserves the right, in its absolute discretion and without the need to give reasons, to refuse to accept a booking. In such circumstances, no agreement arises and The Great Escape will return any payment accompanying the booking from.
- The agreement is between The Great Escape and the client and is the sole agreement between those parties. No variation of these terms and conditions shall be applicable unless agreed in writing by The Great Escape before the relevant Great Escape Camp.
- The person signing the booking form shall be deemed to sign that form for the school, company or partnership named in the booking form and confirms that he/she has the proper authority to enter into this agreement.
- The agreement is governed by English law.

3. Prices

Whilst every effort is made to limit prices to those given in the booking form, The Great Escape reserves the right to alter prices should its costs in hosting a Great Escape Camp increase for reasons beyond its reasonable control (including, without limitation, the cost of labour, transport and materials).

- In the event that a price is altered the client will be notified as soon as reasonably possible and the balance of the altered price will be payable on the same terms as the original price.
- In the event of the price being increased by 15% or more the client may opt to cancel the booking and will be then entitled to a refund of all monies then paid.

4. Bookings

- The Great Escape will hold the client's booking for 7 days, after which time a 25% deposit payment will be required to secure the booking. **On booking numbers attending the camp must be confirmed.**
- 3 months prior to the date of the booked camp a further 50% deposit payment will be required. In the event that the booking is made less than three months prior to the date of the booked camp, the 50% deposit payment must be made at the same time as the 25% payment referred to in paragraph 8a above. The remaining balance must be paid 6 weeks prior to the camp start date.
- Bookings made within 4 weeks of the course must be accompanied by payment in full.
- If a camp is cancelled by the client less than 4 weeks prior to the start of the camp 100% payment will be kept by Great Escape Team Building Ltd. If a camp is cancelled 6-8 wks prior to the start date of the camp 60% of the monies will be kept by Great Escape Team Building Ltd.

5. Cancellation/alteration of a Great Escape Camp by Great Escape Team Building Ltd.

- A Great Escape camp is, by its very nature, at the mercy of natural variables, including the weather. Whilst every reasonable effort is made to deal with such contingencies there may be occasions when The Great Escape through no fault of its own, is forced to cancel a Great Escape event before it starts, but at short notice. In these circumstances the client will be offered the option of the return of monies paid, or the opportunity to participate in a comparable Great Escape camp on another date identified by The Great Escape.
- Similarly, there maybe occasions when, for no fault of its own, The Great Escape is forced to bring a Great Escape Camp to an early close. In these circumstances, the client will be offered the opportunity to participate in a Great Escape Camp of comparable duration to the time lost, at no extra cost.
- A Great Escape Camp is in part a social event and benefits from the presence of a critical number of persons. If The Great Escape, in its absolute discretion and without need to give reasons, determines that a sufficient number of people will not be present, it reserves the right to cancel a Great Escape Camp at short notice. In these circumstances, the client will be offered the option of the return of monies paid or the opportunity to participate in a comparable Great Escape Camp on another date identified by The Great Escape.
- The client acknowledges that all the circumstances in which The Great Escape may be forced to alter or cancel a Great Escape Camp resulted from factors beyond The Great Escape's control. In return for The Great Escape undertaking to give the maximum amount of notice that circumstances allow, the client accepts that The Great Escape is not liable for any losses arising as a result of cancellation or alteration.

6. The conduct of a Great Escape Camp

- The client acknowledges that during a Great Escape Camp all those attending the camp must submit diligently to the reasonable instructions and leadership of The Great Escape. Parents, teachers and those in comparable roles in respect of children attending a Great Escape camp must maintain control of those children, to the satisfaction of The Great Escape.
- The client acknowledges that persons attending a Great Escape Camp are entitled to expect a high standard of conduct and regard for personal well being on the part of all participants. For this reason, the client accepts that The Great Escape may, in its absolute discretion and without the need to give reasons, require or arrange for a participant to be removed from a Great Escape Camp, if necessary against his/her will. Circumstances in which this might occur include (without limitation) disorderly or abusive conduct; intoxication; failure of control over children; inadequacy of clothing or equipment; incapacity or inability to meet the rigors of a Great Escape Camp or behavior which, in the reasonable opinion of The Great Escape may jeopardise the safety or well being of any other participants. In such circumstances, the client will not be entitled to a refund of monies and The Great Escape will not be liable for any losses so resulting. The client will on demand reimburse The Great Escape its reasonable costs of effecting his/her removal. The client acknowledges that, when the Great Escape has requested the removal of an individual, the Great Escape may delay or postpone activities until that individual has left the premises.
- If any participant in a camp suffers from any medical conditions, including allergies, The client must,

prior to the start of a camp, inform the Great Escape. The Great Escape reserves the right, at its discretion, to require any participant with such a condition to be removed from a camp or not to participate in certain activities.

7. Liability

The Great Escape camps take place in the open countryside and on or beside open water and are by their very nature not absolutely free from hazard. The Great Escape makes every effort to minimise risk to clients and instructs clients in the safe negotiation of such risks as may remain. Consequently, the client acknowledges that there are circumstances in which an accident could befall a participant during a Great Escape camp and accepts that he/she and all participants are taking part in a Great Escape camp at his/her own risk.

- The Great Escape only accepts liability for physical injury to a participant when that injury is shown to result from negligence on the part of The Great Escape.
- The client acknowledges that other loss, damage and expense (including, without limitation, loss of money, loss or damage to clothes and possessions, losses arising on the cancellation of a booking and the expense of delay) however arising is not the responsibility of The Great Escape or its officers or employees and that The Great Escape's liability is limited accordingly.

8. Insurance

The Great Escape is covered to a level of £5,000,000 for Public Liability. The client is strongly advised to take out personal insurance to cover the risks, including personal injury, loss of belongings and money and cancellation and, where appropriate, to encourage participants to do the same.

9. Complaints

In the unlikely event that a client has cause for complaint about a Great Escape Camp, the complaint should be made to a representative of The Great Escape during the event in order that corrective action can, if necessary, be taken. The client acknowledges that it is unreasonable to take no action during a Great Escape Camp but to complain later. However, should a problem not be resolved, complaint should be made in writing within 28 days of the relevant Great Escape Camp. To the extent permitted in law The Great Escape will not be liable in respect of claims first intimated later than 28 days from the close of the relevant Great Escape Camp - Great Escape Teambuilding Ltd, Great Hagley, Hopton Castle, Shropshire, SY7 0QF, Tel: 07974 242841, Email: enquiries@thegreatescapecompany.co.uk