



# Go Active Terms & Conditions

## Booking your Activity

All our activities are subject to availability and operate on a first come, first served basis. Advance booking is recommended. Unless specified otherwise, we do not accept booking requests for under 16's for any activity unless they are supervised by a responsible adult. It is advised that no more than two children be supervised by a single responsible adult at any time. Payment for Go Active bookings must be made at the time of booking. A deposit system is in place for Quad Bike bookings. Please be aware that minimum numbers are required for some activities. If minimum numbers are not reached, the activity will be cancelled and all monies refunded. If low numbers participate in the session we hold the right to change the session length accordingly.

## Information about your group

We have the right to obtain the name, address, gender, and age of each member of your party before confirming your booking or at any time. We may require proof of age to be produced, failure to do this if asked may result in cancellation of your booking.

## Arrival

Please arrive at main reception 15 minutes before the start time with your booking confirmation as you will need this before you are able to proceed to the designated activity meeting point.

## Health and safety

Please familiarise yourself with any recommendations we make as to who the activity is suitable for and any clothing we recommend.

It is the booker's responsibility to ensure that the activity is suitable for those in your party. We always recommend clothing appropriate for all the activities and appropriate footwear for all outdoor activities.

The terrain in some outdoor activities often has unforeseen slip, trip and other hazards. Whilst our site team will always look out for your personal health and safety we cannot accept any liability for any loss or injury as a result of the natural environment.

For health and safety reasons you must inform us of any medical conditions, or medication required, that may affect your participation in the activity before the activity commences. If you or a member of your party require medication (including inhalers) it is your responsibility to ensure that these are available during the activity.

Please be aware that health and safety forms may have to be completed before an activity commences. Failure to complete these forms will result in the party member being excluded from the activity and no refund will be available.

## Refunds and Cancellations

We regret that once an activity has been booked, we are unable to offer a refund if you do not attend the activity. Please ensure your party are committed to taking part in the activity before booking.

In some exceptional circumstances Piperdam Golf & Leisure Resort may have to cancel your booking, in the event of this we will do all in our power to organise and offer another activity for you and inform you of any changes no later than 24 hours prior to your activity taking place. If we are unable to re arrange your activity we will refund all monies paid.