



Terms and conditions

Contract: by making any payment, part or full, you are confirming your order to buy our services and acceptance of our terms and conditions. To make a booking you must be 18 years or over. If making a booking on the behalf of others, you must have the consent to both make the booking, and communicate the participants acceptance of these terms and conditions. The person making the booking (or an appointed person on their behalf) is responsible for the dissemination and return of all required paperwork. Yorkshire Dales Guides cannot be held responsible for any incorrect or omitted information and its consequences.

Orders: a 25% non-refundable deposit is required to secure your booking. Payment in full is required no later than four weeks before your booking unless otherwise agreed. If you fail to make full payment within 4 weeks of the date of your booking, we reserve the right to cancel the activity. In this case you will not be eligible for a refund of your deposit.

Descriptions of services and kit required are clearly shown. Customers are asked to ensure they understand what is included in the stated price for the specific service they are booking. Any accommodation is booked directly by the customer with the accommodation provider & no contract for accommodation, transport or otherwise exists with Yorkshire Dales Guides Ltd.

Data Protection: Yorkshire Dales Guides Ltd are registered for data protection. We do not pass customers personal details on to third parties.

Cancellation and Alterations

Our aim is to always ensure you get the best possible experience and whenever possible we will try to work with you to overcome any difficulties which arise. These terms and conditions exist to clarify any issues which cannot be easily overcome. The cancellation of a booking by you must be received as written notice or an email from the person with whom the contract exists ASAP. It is your responsibility to ensure Yorkshire Dales Guides give receipt of your notice, otherwise these terms cannot be met.

To cover our expenses, the following cancellation charges apply:

Gift cards, open group sessions and credit vouchers are completely non-refundable

Other circumstances – 25% of the total cost is non-refundable i.e. deposit

8 weeks in advance – 50% of the total cost is non-refundable

Less than 4 weeks in advance we reserve the right to retain the full price

For large group bookings or bookings that take up a considerable amount of time and/or resource i.e. a week or more of activities, separate terms and conditions exist. Please contact our office for more details.

Cancellation/alteration by Yorkshire Dales Guides due to factors reasonably within our control: In the unlikely event that we have to cancel your activity, due to instructor illness, insufficient numbers or any other factors reasonably within our control, the following options apply. You can choose to rebook your service at another date, have a credit voucher which is redeemable for one year or receive a refund. This cancellation policy does not affect your legal rights — for example, if services are mis-described.

Force Majeure - weather and other conditions outside our control. The activities we offer can take place in most moderate weather conditions, but it must be understood that our services can be affected by adverse weather. In the unlikely event the weather or other conditions outside of our control make running the activity unsafe or unsuitable we will try our best to offer an alternative venue, which is often possible, or suggest an alternative activity. However, we may be left with no choice other than to delay or potentially cancel your booking. In these extenuating circumstances where cancellation is outside of our control, we cannot offer a refund.

COVID-19 specific terms and conditions: All participants must adhere to the Yorkshire Dales Guides COVID-19 code of conduct and failure to do so could result in cessation of the activity at your own cost. You must not attend any activity if you have COVID-19 or any of the symptoms. For clarification purposes, as per the above, you are not eligible for a refund if you cannot attend an activity due to illness. In the event of a local (to your area of residency or Yorkshire Dales Guides area of business) or national government lockdown meaning you cannot attend, or we cannot run the session, you will be entitled to a full refund or to transfer your booking across to a future session (within 24 months) free of charge.

Activity prerequisites: all participants must provide and return in advance of the activity the provided consent and medical forms with full truthful disclosure, and failure to do so may result in the cessation of the activity at your own cost. Kit lists that are provided for your activity must be carefully read; the required kit is of high importance in maintaining everyone's safety and comfort. If you do not bring what is required, we may be left with no choice but to alter or cancel the activity at your own cost. Please do let us know in advance if you need further advice or are struggling to obtain any kit and we will try our best to help you. You must be physically & mentally fit, COVID-19 symptom free and able to participate fully in the activities you have signed up for. If you have any questions or concerns, you can raise them with your guide(s) prior to as well as during the activity. You will ensure that any change in your circumstances (e.g. recent medication, developing any symptoms of COVID-19, or injury) will be notified to Yorkshire Dales Guides prior to the activity, to your guide(s) if they develop during the activity, or in the case of COVID-19 if they develop within 48hrs of the activity ending. You will comply with what is asked of you by your guide(s). You accept that there are inherent risks (potentially leading to injury or death) when partaking in adventurous activities some of which are outside of Yorkshire Dales Guides or the guide(s) control. Whilst most risks will be minimised through all reasonable means possible, you accept responsibility for your own safety and understand that ultimately outcomes are mediated by you and your groups ability to follow instruction. You also accept that in extenuating circumstances instructors may need to breach social distancing in order to provide additional assistance to maintain your safety and/or that of the group.

Arrival Time: if you have problems on the day, e.g. running late, illness etc., please call the Yorkshire Dales Guides Ltd office as soon as possible. We reserve the right to cancel the activity if we think your arrival time will be significantly late enough for us not to be able to complete the activity within the allotted time, one hour or more being significant for most activities. You will not be eligible for a refund in those circumstances.

Photography & Marketing: Unless otherwise notified to us in writing or email, you consent to us using still and video images of you taken during the activity for public dissemination (e.g. via social media), advertising, or promotional purposes. You consent to us using any positive feedback you give us for marketing and/or promotional purposes.

Valuables: We do not take any responsibility for your valuables at any time or in any place including but not limited to; the leaving of personal items at our activity center or in any instructor vehicle. You do so entirely at your own risk.

Insurance & Qualifications: Yorkshire Dales Guides Ltd are fully insured in relation to the work and activities we undertake. We are registered to provide activities under the following headings: Caving, Hill Walking & Mountaineering, Abseiling & Rock Climbing by the Adventure Activities Licensing Authority, registration no: R2476. More details can be provided upon request. We advise that you take out your own personal liability and travel cancellation policy.

Deliberate misuse & neglect, loss or damage of equipment: Any losses or damage caused to equipment by the willful actions, neglect, loss or damage of an individual will be invoiced to the person, body or organisation booking activities on the group's behalf.

To clarify any of these details – contact us: Yorkshire Dales Guides Ltd – Hornby Laithe, Stainforth. Settle. North Yorks. BD24 9PB Tel. 01729 824455 E: info@yorkshiredalesguides.co.uk

Our preferred method of payment is bank transfer which can be made to:

Account: Yorkshire Dales Guides Ltd

Account Number: 01469797

Sort Code: 40-40-31