



LOUGHCREW
Adventure Course

**LOUGHCREW
OLDCASTLE
CO MEATH
TEL: 049 8541356
www.loughcrew.com**

**TRY IT
ZIP IT
CLIMB IT**

Booking Terms and Conditions

Please read and agree to the following Terms and Conditions prior to making a booking.

Group Organiser's Responsibility

The Group Organiser is the person in whose name the Booking is made. The Group Organiser must agree to be responsible and accountable for the behaviour and actions of his/her party. The Group Organiser is also responsible for the deposit as well as the final balance payment. It is the responsibility of the Group Organiser to make sure that all the participants are aware that suitable clothing and shoes must be worn, and that they bring a spare change of clothes.

Group Size and Requirements

The minimum size of a group is 6 people – this can be made up of Adults and Under 12s. Note that if the number in your group reduces to below 6 people, you will still have to pay for 6 people. Adults and people measuring 5ft 6” must not exceed 130 kgs (20.5 stone) and children must not measure less than 4ft 1” or exceed 90 kgs (14.2 stone). Activities such as the zip line, climbing wall, archery, some of the rope activities and lake side activities are restricted to peoples with a minimum age of 12 years old.

Provisional Bookings

Once availability of your chosen date is confirmed we will make a provisional booking for your group and send you an email confirmation of your booking. Your provisional booking can be held for a maximum of 21 days whilst you collect deposits. If the deposit and completed Booking Form is not received by this time, then the booking will be deemed cancelled and the date and facilities will be released to other groups without further notice.

Confirm Your Booking

For any booking made **more than** 14 days before your confirmed date at Loughcrew Adventure Course, a completed booking form with a deposit of 50% of the booking total is required. If the booking is made within 14 days of the arrival date, full payment will be required. Booking deposits are **non-refundable** and **non-transferable**!

Final Participant Numbers

Final participant numbers must be confirmed 14 days in advance of the event. **The numbers agreed at this point will be the numbers charged for.** Note that for safety reasons we operate strict instructor/participant ratios for our activities and as such we cannot accept additional participants on the day.

Balance Payment

After your booking is taken and the deposit has been received we will issue a balance invoice outlining the deposit paid and the remainder balance due. Full payment must be made no later than 7 days prior to your group's arrival at Loughcrew. In certain circumstances special arrangements for paying your balance on arrival can be made, but this must be strictly by prior arrangement with the office. We can accept cash, cheques, Visa/MasterCard/Laser cards or by Bank Transfer (please ask for Bank details).

Refunds

No refunds will be made for any activities or services included in your balance invoice, which you did not utilise, should you choose not to use the service, if you decide to leave early or if your group reduces below the numbers confirmed at the time of booking.

Cancellation

A booking may be cancelled at any time, but this must be communicated to us in writing (email is sufficient) and acknowledged by the office. The date of which the cancellation letter/email is received by Loughcrew will determine the loss of money applicable. In order to safeguard against lost sales and costs incurred from staffing, event planning and

administration we reserve the right to charge the following **cancellation fees**:

14 days or more prior to confirmed Booking Date:	Deposit only
Less than 7 days prior to confirmed Booking Date:	100% of Booking Fee
Failure to arrive on confirmed Booking Date:	100% of Booking Fee

Late Arrivals or Failure to Arrive (Client)

In case participants arrive late for any reason, we will make every effort to join them up with their group. However, in certain circumstances this may not be possible. No refunds or alternative activities can be considered if participants are late or if they fail to arrive at the meeting point/venue. This applies also to bad weather preventing clients from reaching the venue.

Cancellation by Loughcrew

Every effort will be made to avoid the cancellation of events by Loughcrew and to give as much notice as possible of any such cancellations. A full refund will be made in the event of a failure by Loughcrew for whatever reason to run an event. We will not accept any liability for any expenditure or costs incurred by prospective participants or any other claims for any additional compensation in such circumstances.

Alcohol

The safety of our clients will always be of paramount importance. Loughcrew and its representatives reserve the right to exclude an individual from activities, or even cancel an entire event on the grounds of safety. In such circumstances Loughcrew will treat the booking as cancelled by the client and no refunds will be made.

Pre-existing Injuries & Medical Conditions

We need to be fully aware of any pre-existing injuries that may affect the safety and well-being of participants. Any pre-existing injuries must be brought to our attention in writing prior to the start date of the team building event. Please advise us of any serious medical condition, such as diabetes, asthma, cardiac etc. Please also advise us of pregnancies. Any disclosures relating to personal details, including medical details will be treated in the strictest confidence.

Disabled Clients & Participants with Mobility Problems

We are happy to assist clients in choosing a programme that suits their requirements and abilities, but must be certain that safety instructions can be effectively communicated. It is therefore a strict condition of booking that we must be provided with a full and detailed account of any special needs regarding any disability, and any special requirements as a result of this.

Liability

- a) Loughcrew accepts no liability for failure to provide its service in the case of any event, which shall include, but will be not limited to, acts of God, detention, annoyance, delays and expenses arising from quarantine, strikes, thefts, pilferage, failure of any means of transport to arrive or depart as scheduled, civil disturbances, government restrictions or regulations. Itinerary may be changed where deemed advisable for the comfort and well being of participants.
- b) Loughcrew will not be liable in any circumstances whatsoever for injury and illness caused while taking part in one of our events and activities, unless it is solely due to the negligence on the part of Kippure Estate staff.

Lost or Damaged Property

Participants are responsible for safety and security of their own property, equipment and personal belongings. We cannot be held liable for accidents, problems or claims arising from thefts, losses, or damage to equipment, which we have not provided ourselves.

Loss, Theft or Damage to Loughcrew's Property

At all times clients are expected to look after our equipment loaned to them during the event. Excluding normal wear and tear, Loughcrew reserves the right to charge customers for the full cost of replacing any items of our property which are lost, stolen or damaged whilst entrusted to the customer.

Signed: _____ Dated this day of: _____
[date] [month] [year]

Loughcrew Facilities Management Ltd, Oldcastle, Co Meath

TEL: 049 8541356 Email: info@loughcrew.com

VAT Nos: IE 9739189W Company Nos: 479022