



Terms & Conditions

Please read these terms and conditions carefully. A booking will be considered as confirmed once we receive your deposit and booking form and we have issued a booking confirmation. Receipt of your booking form and deposit will confirm that you have read and agreed to our terms and conditions.

Walking:

Our guided walks vary from well-established footpaths along public rights of way to open access land. The terrain is often rough, stony and sometimes muddy or boggy. Conditions under foot will be weather dependent on the days leading up to your event and on the actual day. Walks may also involve climbing over stiles and negotiating other difficult natural terrain.

We do not provide any food or drink, participants are advised to bring their own packed lunch and drinks, as well as any additional snacks.

We are happy to discuss and help with any information regarding specific needs or requirements and to propose the most suitable walk for you.

Payment, Alterations and Cancellations

For private guided walks a £50 non-refundable deposit will secure your booking, with the balance due 4 weeks prior to your planned activity day(s).

Open walks are from £30 per person. Full payment is required at the time of booking and is non-refundable.

Training days can vary considerably depending on the client's requirements, prices are calculated on this basis. Irrespective of the agreed price a £50 non-refundable deposit will secure your booking, with the balance due 4 weeks prior to your planned activity day(s).

If the balance is not paid by the required date, we reserve the right to cancel your booking. If booking within 4 weeks of your planned activity date, full payment will be required at the time of booking.

In the event of a booking being cancelled by the client:

- If you have paid in full and later cancel more than 4 weeks from the date of your planned activity day, we will refund the amount excluding deposit.
- If cancellation is within 4 weeks of your planned activity day, any refund will be at our discretion, and then only due to exceptional unforeseen circumstances.

In the event of a booking being cancelled by us:

- In the event of unforeseen circumstances, we may need to cancel or alter your booking arrangements. If such circumstances occur, we will offer a choice of a full refund or will change your booking to a suitable alternative date.
- Open group walks operate on a 'no minimum' participation requirement.

We will always endeavour to accommodate any reasonable request for alterations to your booking should the need arise. If you wish to change your booking for any reason please contact us to discuss the matter. Any agreed changes must then be confirmed in writing. In the unlikely event that there are associated costs relating to your changes, we reserve the right to levy a charge according to costs incurred.

Force Majeure:

We will not pay compensation if we have to cancel or amend your booking as a result of unusual and unforeseen circumstances, the consequences of which we could not avoid, such as war, riots, civil strife, natural disaster, fire, extreme weather conditions or any other situation beyond our control.

Risk, Liability & Insurance:

We do not accept responsibility for any loss or damage to personal effects during your activity with us, nor can we accept liability for any personal injury, fatal or otherwise, that is beyond our control, except when we are found to be in breach of our contractual duties or to have been negligent, as proven by a court of law.

Leaders are fully qualified and experienced, and will take all reasonable measures necessary to ensure your safety and the group's. Greater care will be taken when considering the group over that of individuals walking on their own.

Outdoor activities involve an element of risk and danger of personal injury or death. By participating in our guided walks, you accept these risks and agree to be responsible for your own actions and involvement. If you have any concerns or questions please discuss them with your leader.

We have full public and professional liability insurance; however, you may wish to consider taking out your own personal accident or liability insurance cover, this will depend on your personal circumstances. If you already have insurance cover, please check with your insurance company that it covers you for the activity to be undertaken.

Adverse Weather & Other External Factors:

All guided walks will generally take place regardless of weather conditions on the day, unless the leader considers it unsafe to do so and that conditions may compromise the safety of an individual or the group. Please read the website 'General Guidance Notes' on how best to prepare for your day's walk.

Your leader will undertake continuous risk assessments during the walk, as well as considering other external factors that could impact on your programmed itinerary. As a result, changes may be made to your agreed itinerary at the leader's discretion.

Health & Fitness:

Bookings are accepted on the understanding that you, as well as those you are booking on behalf of, are in good health and physically fit to complete the guided walk.

We ask that you inform us of any medical or physical conditions you or those in your group may suffer from. This will help us to effectively plan a guided walk taking into consideration these facts ensuring your experience is both rewarding and enjoyable. If clients are unsure of their ability to take part in an event, we recommend they seek medical advice from their doctor. If a client's health and fitness changes after making the booking please notify us accordingly at the earliest opportunity.

Parental Responsibility:

People under the age of 18 must be accompanied by their parents or legal guardians, who accept sole responsibility for their supervision, control and welfare at all times.

Dogs:

Dogs are not accepted on Open Guided Walks or Training Days except registered assistance dogs. Dogs may be permitted on Private Guided Walks subject to conditions and on the understanding that owners are responsible and in full control of their dog at all times. Please notify us prior to booking to discuss whether this can be accommodated.

Leader Authority & Client Behaviour:

In the interests of safety and to ensure everyone has an enjoyable day, it is essential that you abide by the authority of the leader who represents the company. If, in the opinion of the leader, your conduct is disruptive, abusive, threatening or illegal in any way; impacting others or putting the safety of others at risk, your participation in the activity may be terminated without liability on our part.

Travel, Car Parking & Facilities:

Many of our walks are accessible by public transport, however some walking may be necessary in order to arrive at the agreed starting point. If arriving by car, parking can vary between simple off-road parking, laybys or fee car parking (fees not included).

Facilities at starting points also vary considerably and may not include toilets or a café. Most of our walks do not include en route toilet or café facilities. Directions to the starting point and availability of facilities will be discussed with you once your booking is confirmed.

Photographs:

During guided walks we may take photographs for promotional purposes and use them on the Peaklander Guided Walks website and social media forums. Clients may be included in some of these photographs, if you prefer not to be featured please advise accordingly and they will be deleted. If you agree to photographs, but change your mind at a later date, we will remove them immediately on your notification.

Feedback:

We welcome your feedback to help us continually improve and provide the best possible service to our clients. If you have any comments or suggestions please contact us by phone 07756 655842 or email info@peaklanderguidedwalks.co.uk