

- If we cancel your activity due to weather, instructor illness or any other unforeseen circumstance we will offer you an alternative activity. If we are unable to offer an alternative activity you have the option of another date or you are eligible for a refund minus the deposit to cover instructors and booking administration which is a non refundable deposit of £10 p.p.
- We book instructors specifically for you and specifically for that date, we might also refuse other bookings to enable yours, so if you cancel your activity within 2 weeks of the activity taking place we will retain 100% of the payment.
- If you cancel you're booking 15 days or more you will receive a refund minus the deposit the non-refundable deposit at £10 per person, per activity.
- Only participants that were due to participate on the day are eligible for refunds. If participants canceled previous to us canceling the activity they are not eligible for a refund.
- If you are late for your activity we reserve the right to cancel your activity with no refund as it can impact our other activities, participants and instructors.
- Refunds need to be asked for in writing (email) within 2 weeks of your activity being cancelled or it can be refused. We will process your refund within 10 days of that email.
- If you do not provide a telephone number as requested in the booking confirmation and you (the customer) are late or end up at the wrong location we may have to modify or cancel your activity without a refund.
- Anybody under the influence of alcohol or drugs will be refused on the activity with no refund.
- Please discuss any medical concerns with the office prior to the activity. If you fail to disclose medical issues until the day of the activity and the instructors decides it would be unsafe for you to participate in the activity we reserve the right to refuse you on the activity with no refund.
- If you turn up without the recommended clothing/equipment you may be refused on the activity without a refund. The customer booking the activity is responsible for sharing the booking confirmation with the group and agrees to our T&C's on behalf of everyone else included in the booking and only they can cancel the booking or discuss the booking information with the office.
- In the event of a Force Majeure (pandemic, severe weather, war, strike, act of god) - Cancellations of activities by the customer will result in the above cancellation policies, activities canceled by us (NWA) will be re-booked at a later date, confirmed either by email or PDF voucher and at no extra cost to you or the company (us) if the customer refuses the credit note a refund will be offered minus the non refundable deposit explained above.
- We do recommend everyone take out their own travel or activity insurance for cancellation purposes prior to booking activities.
- By booking an activity with us you will have agreed to our T&C's set out above.