



TERMS OF SERVICE

Bookings and Cancellations

Bookings are considered final upon receipt of registration form(s) and payment. Separate forms are required for each participant.

All payments are non-refundable*.

***Open Trips/courses**

If the minimum participant threshold is not reached by the date of the trip, you will be refunded in full (see individual trip/course pages for minimum threshold). Otherwise, payments are non-refundable.

Insurance

Head On Out's insurance covers all legal liability of the relevant activity to the clients. It does not cover personal accident or loss where there is no liability on the part of the company.

Clients are strongly advised to take out insurance to cover the risk of personal accident, liability, loss of personal effects and cancellation.

Health/Medical/Special Needs

Clients are advised that good general health is preferable. Any relevant medical information must be shared as part of the booking process. Any relevant injury or illness occurring between the time of the declaration and the commencement of the course must be reported. Clients must satisfy themselves that taking part in the activity is within their own capabilities.

Weather/Location

UK weather is unpredictable. Therefore, chosen locations for your trip are subject to change up until the point of departure, unless we have agreed a particular location in advance. In the latter case, we are of course subject to the weather on the day. In the extremely unlikely event that conditions are dangerous enough to prohibit any outdoor activity, clients will be offered the chance to postpone their trip and re-book for another day.

Accidents/injury

Participation in adventurous activities entails some risk of injury and clients must accept that accidents and injuries can happen. Outdoor adventurous activities take place in varied natural environments where there are natural hazards and risks to manage. Clients participating in courses are expected to comply with all safety guidance and instructions given by Head On Out instructors.

Publicity

Photographs/film taken by Head On Out staff will only be used for publicity purposes and will not be passed on to third parties.

GDPR

As per GDPR regulations, we do not retain your personal information after your trip without your permission. If you allow us to retain your details, rest assured that your information is secure, and we will only contact you with (very!) occasional information about relevant future events and courses.

Under-18s

Any participant under the age of 18 must be accompanied on the activity by their parent or legally appointed guardian. The parent/guardian would need to either take part fully or be able to intervene should they wish to do so. That means at least being within sight and sound of their child or children. Booking forms for under-18s must be signed by the parent/guardian.

