

SWSA Terms and Conditions for Group Bookings

Bookings

Bookings are unconfirmed until you have received a booking confirmation pack from SWSA.

Bookings should be made at least 14 days prior to the commencement of the event or program; where possible we will try and accommodate applications received after this date.

Cancellations

All activities are weather dependant and as such, may be cancelled or rescheduled where possible. In this event we will endeavour to inform you or the organisation in advance. SWSA will not charge the organisation for cancellations that are caused by adverse weather.

SWSA reserves the right to cancel an activity where it believes there is a concern for the safety of participants without recourse.

A group cancelling within 14 days of the activity will be charged in full, unless by agreement with the SWSA Manager. Cancellation charges also apply to significant changes in numbers of participants. You must let us know at the earliest opportunity if your numbers have reduced – this will enable us to alter instructor cover.

Charges

The group will be charged by the unit. Each unit shall equal the cost for 6 attendees. No rebate shall be made whereby a unit is not complete. Unless by agreement with the SWSA Manager.

Behaviour

SWSA expects attendees to follow instructions provided by the instructor, in line with the Standard Operating Procedure (available on the website) and to act in an appropriate manner at all times.

SWSA reserves the right to suspend or eject an individual from an activity, without refund, where their behaviour could effect their own or others safety or where it detracts from the learning of others.

Even if an individual is ejected from an activity the group will still be charged for their attendance.

Responsibility

The group leader must remain on site during the activity as they have overall responsibility for the group during the visit which includes the group's behaviour, whilst SWSA has responsibility for the activity and its safety.

The visiting group leader is responsible for ensuring that all the information provided by SWSA in advance of the activity is passed onto the individuals attending.

No participant will be allowed to take part in an activity without a completed Health Declaration or Parental Consent form and appropriate footwear. If any visiting group members are barred from the activity, because of the aforementioned, the group will be charged as if they had taken part.

Accreditation

Attending a program of activities does not guarantee accreditation. Each individual is assessed in line with governing body guidelines.

Prior Experience

Some activities or programs require a certain level of experience or a previously gained award. If an attendee is wholly unsuitable for the level of the program, they may be asked to leave the program, without refund being made.

If you are unsure of the requirements of a program please contact us before

Payments

Activities will be invoiced at the end of the program and sent by post. Full payment, by cheque must be made within 30 days of the date the invoice was issued.