

## Booking Information

### CONDITIONS OF BOOKING

- Bookings can only be confirmed when course Booking Form and deposit are received.
- For 1 & 2 day courses the full course fee is paid on booking.
- For 3 & 5 day courses a deposit of £50 is paid on booking. Full course fee must be paid 28 days before start of course
- We are happy to change course dates if there are places available for an alternative date. An administration fee of £15 may apply.
- Cancellation by you: in the unfortunate circumstance that you have to cancel your course you may be entitled to a full or partial refund, depending on the date of your received cancellation (by telephone first, then in writing, please).  
Refunds will be given as follows:
  - Cancellation 28+ days from course date – full refund or alternative date
  - Cancellation 14+ days from course date – 50% refund or alternative date
  - Cancellation less than 14 days – no refunds

***We know that bad things happen to good people, so we strongly recommend that you have adequate travel and curtailment insurance to cover you for cancellations in the event of illness, accident, personal tragedy etc***

- Cancellation by us: We require a minimum of 3 clients for each course and reserve the right to cancel a trip if the minimum number is not met. If your course is cancelled by us for this or another reason you will be given a full refund or the offer of an alternative date.
- Whilst your safety is at the forefront of our thinking and the highest professional standards are practised, clients must accept objective risk and responsibility for their own actions as a participant in mountain biking.
- We recommend that you have adequate insurance for yourself and your equipment. We are not liable for any damage or theft relating to your person or your personal possessions.
- All SMBLA candidates must be 18 years or over; on other courses under 16s must be accompanied by a participating guardian.
- Bike Hire: Our courses do not include equipment hire; hire of bikes, helmets & other equipment can be arranged locally – pre-booking is advised so please indicate your requirements when you book your course.
- We reserve the right to refuse any bike which we consider to be unsafe or unsuitable for our courses. If you are at all unsure about the safety or suitability of your bike we will be happy to advise you.
- SMBLA Candidates: all candidates must be a member of SMBLA and have read and understood the association's rules and regulations.

N. B. If you disagree with any of the Terms and Conditions listed above please clearly indicate this before you book. If we cannot resolve your concerns then you have free choice not to book with us. If you agree to these terms and conditions then we are happy for you to book with us and look forward to riding with you soon.