

2011 Activity Terms and Conditions

Please take the time to read our terms and conditions before booking your activity.

Booking your Activity

- All our activities are subject to availability and operate on a first come, first served basis.
- Unless specified otherwise, we do not accept bookings from under 18's for any activity unless they are accompanied by a responsible adult. It is advised that no more than two children be supervised by a single responsible adult at any time.
- Many activities are charged at a separate rate for adults and children. Unless otherwise specified, an adult is classed as anyone aged 18 years and above, and a child as those aged between 4 and 17 years. Under 4's are free of charge for most Forest Ranger Activities.
- Payment for Ranger Activities must be made at the time of booking.
- Please be aware that minimum numbers are required for some activities. If minimum numbers are not reached, the activity will be cancelled and all money refunded via our call centre.

Adventure Activities

- Some of our activities are supplied by third parties for whom we act as a referral agent and these activities may take place away from the site you are staying on.
- Payment for Adventure Activities must be made within 48 hours of receiving confirmation that the activity requested is available. Only after payment in full has been made will the activities be a confirmed booking.
- Information supplied may be shared with relevant third parties in order to co-ordinate activities and for health and safety reasons. Your information will not be shared with any other third parties.

Health and safety

- Please familiarise yourself with any recommendations we make as to who the activity is suitable for and any equipment we recommend. It is the booker's responsibility to ensure that the activity is suitable for those in your party. We always recommend waterproofs, midge repellent and appropriate footwear for all outdoor activities.
- The terrain in forest areas often has unforeseen slip, trip and other hazards. Whilst our site team will always look out for your personal health and safety we cannot accept any liability for any loss or injury as a result of the natural environment.
- For health and safety reasons you must inform us of any medical conditions, or medication required, that may affect your participation in the activity before the activity commences. If you or a member of your party require medication (including inhalers) it is your responsibility to ensure that these are available during the activity.
- Please be aware that health and safety forms may have to be completed before an activity commences. Failure to complete these forms will result in the party member being excluded from the activity and no refund will be available.

Refunds and Cancellations

- We regret that once an activity has been booked, we are unable to offer a refund if you do not attend the activity. Please ensure your party are committed to taking part in the activity before booking. Please note, Adventure Activities are not covered under Forest Holidays cancellation cover.
- In some exceptional circumstances Forest Holidays may have to cancel your booking, in the event of this we will do all in our power to organise another activity for you and inform you of any changes no later than 24 hours prior to your activity taking place. If we are unable to re-arrange your activity we will refund all monies paid.

