

## TERMS AND CONDITIONS

**100% PAYMENT PROTECTION** Freedom acts as a Travel Agent for Principal Suppliers named in your itinerary and we hold ALL pre-paid money by Clients in a separate secure bank account with HSBC.

**PRIVACY POLICY** Freedom only pass on your group's names and contact details onto the suppliers relevant to your booking so that they can contact you regarding the event. All other information you provide us with is private and will not be passed onto any third parties.

**PAYMENT** Freedom accepts payments by credit card, debit card, internet bank transfer or cheque. The group leader is responsible to ensure all monies are paid on time. There are two payment schemes.

**1) Group payment.** One full payment from the group leader acts as a deposit, followed by one payment for the final balance 6 weeks before the due date.

**2) Online individual payments.** One full payment from the group leader acts as a deposit, then by adding the participant's details online the group leader may invite participants to pay online individually. We recommend the group leader uses the online customer login to track individual payments made. Then the group leader is responsible for payment of the balance 6 weeks before the due date.

**Late Bookings** Freedom considers a late booking to be a booking made within 4 weeks of a departure date. Payment in full is required upon booking.

Freedom must pass on bank charges for credit card payments set at 3%, however there is no charge for using a debit card.

If the balance is not received in accordance with the above, we reserve the right to treat the booking as cancelled, and retain in full all payments.

**AVAILABILITY** Booking early is advisable to ensure your chosen activity is available. **Confirmation** Your deposit will not be processed until suppliers have confirmed availability; at this point your booking turns from provisional to confirmed.

**HEALTH & OTHER REQUIREMENTS** Please call us if you are in any doubt about the suitability of an activity for you or your group. Our activities are designed for adults and our suppliers require certain levels of health and physical fitness before you can take part; certain suppliers do not allow pregnant ladies to participate. We want you to get the most from your weekend but we need to know any special requirements at the time of booking.

**DAMAGE & BEHAVIOUR** Your party is responsible financially for any damage they cause to the supplier's property during the event. Suppliers may require a credit card imprint or cash behaviour bond on arrival; this is standard across the industry. The group leader is responsible for ensuring that their group's behaviour does not encroach on other guests' enjoyment.

**SAFETY & INSURANCE** To the best of our knowledge and belief our suppliers observe the highest standards of safety for the activities and have appropriate levels of Public Liability Insurance. However, we have not undertaken an official examination of the equipment or facilities and inclusion of activities should not therefore be taken as a warranty from Freedom as to the safety standards of the principal suppliers. All outdoor activities are subject to weather conditions. In the event of a cancellation due to the weather, the group leader is subject to the refund conditions of the activity supplier. Participants are advised to have appropriate insurance cover.

**ALTERATIONS BY US** Freedom reserve the right at any time to substitute alternative accommodation or make any other alterations to holiday arrangements which become necessary due to circumstances beyond our control and undertake to inform the group leader of any such changes as soon as possible. Where this involves additional expenditure, such charges must be borne by the group or if the charges are not acceptable, a full and prompt refund will be given. In all other circumstances where cancellation is unavoidable, Freedom will make a full and prompt refund of all monies paid by the client.

**ALTERATIONS BY YOU** Freedom will try to accommodate any changes, subject to availability. Date change after booking £80. To add people on after the final balance has been paid £10.

**CANCELLATION** The cancellation of a booking can be accepted only if it is received in writing from the group leader. All payments made are non refundable and non transferable. If our suppliers impose a cancellation charge for their incurred costs; the group leader will be responsible for meeting these costs. If someone within your group cancels, whatever the reason, we are unable to offer a refund, however we can provide an invoice for insurance purposes should they have a suitable policy. If you can find someone to take their place we can arrange a name transfer free of charge.

**PRIOR TO THE WEEKEND** Please provide us with names in full prior to the event along with any room shares if you have booked accommodation with us. This will ensure that your group activities run as smoothly as possible.

**Itinerary** When the final balance is received, a full information pack is sent with your Itinerary detailing your accommodation, activities, directions and any tickets. This information pack is also available online for all participants in the customer login area. We advise all our group leaders to contact the relevant suppliers on their Itinerary, at least 7 days before the event to ensure the booking is as you expect, and run through any queries that you may have; we also ask you to take your Itinerary with you as your "ticket" for the weekend.

**COMPLAINTS** Freedom does not employ staff within resorts. Should you encounter a problem whilst on an event, please always contact your contracted supplier in the first instance, to allow them the opportunity to resolve any queries. If you are unable to resolve the matter whilst on the event, the group leader on behalf of the group, should email (not telephone) our Events Department within 7 days of your return; you will be provided with a feedback form. Failure to follow this process may affect any outcome. Whilst we will endeavour to answer all queries as soon as possible, we will have to forward the complaint to the relevant supplier.

### OTHER INFORMATION

In the unlikely event that you have to pay for an activity or for entrance to a venue booked and paid in advance through Freedom, then you must collect a receipt and send it to us in order for us to investigate and reimburse those costs.

All information given by Freedom in respect of your event is provided by the supplier. We make every effort to ensure that this information is current, however we cannot be held responsible for any information given in good faith that is subsequently found to be incorrect.

The group leader is responsible for ensuring that the group is aware of these Terms and Conditions.