

Booking Confirmation

Hi

Thank you for booking your course with north wales active Ltd.

Please read the information below. It includes timings, location information, medical information, payment and equipment to bring for certain activities.

Injuries/medication

All our courses are designed and structured to be safe but fun. North wales active staff will never ask you to participate in something you don't want to do. We will also require you to fill out an injury and medication consent form, please return it to North wales active prior to your activity.

Please be advised we recommend everyone gets a medical before participating in any rigorous outdoor/indoor adventure activity.

Information on meeting

We are an independent company who was formed and run by Jamie Williams.

We will always give you an address or postcode to meet for the activity, we can also advise you on places to eat and drink but please be on time for your activity, as sometimes we have other courses booked the same day.

Insurance/Qualifications

We are a fully insured company and only use instructors with insurance.

We do use freelance instructors on a part time basis but please feel free to get in contact regarding qualifications and or insurance questions.

Weather

Please note that we sometimes have to use alternative venues i.e. climbing walls or offer to change activities to suit weather due to safety. If you are not happy with the alternative we will refund your payment.

Development

We are a very experienced outdoor and development company so if you would like to use North Wales Active again, we will definitely have something harder or more challenging for you to try. If you would like to gain more experience or qualifications we have the courses or contacts to help you.

Equipment

Coasteering / gorge walking

Please bring spare clothes, towel and swim suit. You will also need a t-shirt and an old pair of trainers to wear on the activity and some shorts to wear over your wetsuit.

Climbing /Abseiling / walking / scrambling

Warm clothes, waterproofs and suitable footwear [please get in touch to ask if you're un- sure]

If your course is an all-day course please bring water and food suitable for the activity.

Payment & Cancellation policy

Please pay 25% of your total balance as a deposit ASAP and the remaining balance for your activity 1-2 weeks prior to the event unless we have agreed for you to pay by money on the day.

Please pay by cheque, paypal, balance transfer or cash.

- If we cancel your course due to weather, injury or any other unforeseen problem we will refund your whole course fee.
- If you cancel your course 4 weeks or more before the activity you will receive a full refund.
- If you cancel your course 2-4 weeks before the activity your deposit will not be refunded.
- If you cancel your course within 2 weeks of your course your payment will not be refunded.

If you have any questions please ask Tel: 07800 666 895 Email: jamie@northwalesactive.co.uk

Thank you

Jamie Williams - director of North Wales Active Ltd