



Big Green Adventures Ltd

Cancellations & Refunds Policy

Definition of Terms: “Refund” is taken to mean any compensatory action and does not necessarily mean an exchange of money.

Any cancellations or changes to your pre-booked activity or package with Big Green Adventures Ltd (BGA) must be made in writing and will only be accepted from the date they are received by BGA.

BGA will make every effort to accommodate changes and will not financially penalise the participant if the cancellation/amendment does not detriment BGA, it’s staff or other clients, however will adhere to the conditions detailed below if unable to do so.

Reason for cancellation	Booking Value	Refund available
Booking cancelled by BGA due to enforced closure or limited operational ability for reasons out of it’s control (i.e. environmental conditions, government guidance, water pollution, pandemic regulations, third party issues etc)	Any	VOUCHER TO FULL VALUE OF BOOKING
Booking cancelled by BGA for reasons which could reasonably be considered to be within it’s control.	Any	VOUCHER or REFUND TO FULL VALUE OF BOOKING
Client requests cancellation of a booking giving at least 3 days notice.	£200 or less	VOUCHER TO FULL VALUE OF BOOKING
Client requests cancellation of a booking giving at least 10 days notice.	Over £200	VOUCHER TO FULL VALUE OF BOOKING
Client requests cancellation without giving the required notice period.	Any	NO REFUND

Refunds will not be considered if:

- The conditions at the time of the activity aren't ideal but BGA deems it safe and the activity is still taking place.
- Tuition is refused in line with the Refusals Policy.
- The participant terminates the booking due to refusal to sign the necessary declaration form prior to commencing their chosen activity or package.

BGA will issue any refunds as detailed above. Vouchers will be valid for 1 calendar year and can be redeemed against any BGA product, activity or package as detailed on the voucher. Monetary refunds will be made in the same form as the original transaction, BGA reserves the right to subject these transactions to a 5% fee to cover costs incurred from the payment provider.