

# Big Green Adventures Ltd – Terms & Conditions

## 1. About Us

- 1.1. Big Green Adventures Ltd (BGA) is a company registered in England & Wales (Company No. 14519037).
- 1.2. Registered address: 19 Halwyn Avenue, Crantock, Cornwall, TR8 5FS.
- 1.3. Operating base: National Trust Car Park, Beach Road, Crantock, TR8 5RN.
- 1.4. Contact: info@biggreenadventures.co.uk / 01637 479279.

## 2. Definitions

- 2.1. “BGA”, “we”, “us” means Big Green Adventures Ltd.
- 2.2. “Customer”, “you”, “participant” means anyone booking or taking part in an activity.
- 2.3. “Booking” means any reservation made with BGA.

## 3. About These Terms

- 3.1. These Terms apply to all bookings and activities.
- 3.2. By making a booking, you confirm that you have read and agree to these Terms and all related policies.
- 3.3. These Terms should be read alongside our full policies, including:
  - 3.3.1. General Activity Terms & Conditions
  - 3.3.2. Activity Specific Terms & Conditions
  - 3.3.3. Cancellations & Refunds Policy
  - 3.3.4. Safeguarding Policy
  - 3.3.5. Privacy Policy
  - 3.3.6. Refusals Policy
- 3.4. Full versions of these policies are available on request or on our website and form part of these Terms.
- 3.5. You must not book on behalf of others unless you have their permission to agree to these Terms on their behalf.

## 4. Making a Booking

- 4.1. Bookings can be made online, in person, by phone, email, or via third parties.
- 4.2. A booking becomes legally binding once confirmed by BGA and payment has been received.
- 4.3. Until confirmed, no contract exists between you and BGA.
- 4.4. All participants may be required to confirm acceptance of these Terms again before taking part.

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## 5. Payment

- 5.1. Payment must be made in full unless otherwise agreed.
- 5.2. Payment is only considered received when cleared into BGA's account.
- 5.3. We may cancel a booking if payment is not received or is later declined.

## 6. Your Responsibilities

- 6.1. You must provide accurate and complete information when booking.
- 6.2. You are responsible for all participants included in your booking.
- 6.3. Participants under 18 must have consent from a parent or guardian.
- 6.4. You are responsible for ensuring participants are physically able to take part safely.
- 6.5. You must inform us of any relevant medical or safety information before the activity.
- 6.6. If in doubt, you should seek medical advice before participating.

## 7. Safety and Participation

- 7.1. You must follow all instructions given by BGA staff at all times.
- 7.2. Adventure activities carry inherent risks, and participation is at your own risk.
- 7.3. BGA will take reasonable care in delivering activities but is only liable where required under UK law.
- 7.4. Nothing in these Terms limits liability for death or personal injury caused by negligence or any liability that cannot be excluded by law.
- 7.5. Participants must meet any minimum ability requirements, including swimming ability where relevant.
- 7.6. We may stop or remove participants from an activity if safety instructions are not followed.

## 8. Activity Conditions

- 8.1. Activities depend on environmental conditions such as weather, tides, and sea state.
- 8.2. Sessions may be changed, delayed, relocated, or cancelled for safety reasons.
- 8.3. Alternative activities may be offered where appropriate.
- 8.4. Group lessons typically run with a minimum of two participants.
  - 8.4.1. If only one participant is booked for a scheduled group session, BGA will offer the participant the following options:
    - 8.4.1.1. Reschedule to another available timeslot
    - 8.4.1.2. Transfer to another suitable activity
    - 8.4.1.3. Upgrade to a Private Lesson with a reduced surcharge of £25 (cheaper than booking a private lesson outright)

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8.4.2.If none of these options are acceptable to the participant, the booking will be treated as a cancellation under BGA's control and handled in line with Section 10.

8.5.Further detail is provided in our full Activity Terms & Conditions.

### 9. Photography and Media

9.1.Photos and videos may be taken during activities for coaching and promotional use.

9.2.If you do not wish to be included, you must inform staff at check-in or contact BGA in advance.

9.3.Additional detail on how media is used and stored is set out in our Photography & Video Policy and Privacy Policy.

### 10. Amendments, Cancellations and Refunds

10.1.Any cancellations or changes must be made in writing and are effective from the date received.

10.2.BGA will try to accommodate changes where possible.

10.3.If BGA cancels:

10.3.1.Due to circumstances outside our control, a voucher will be issued.

10.3.2.For reasons within our control, you will be offered a refund or voucher.

10.4.If you cancel:

10.4.1.Giving 72 hours or more notice – refund or voucher offered.

10.4.2.Giving 24–72 hours notice – voucher offered.

10.4.3.Giving less than 24 hours notice – no refund.

10.5.Refunds may be subject to a reasonable processing fee to cover third-party costs.

10.6.Refunds will not be given where:

10.6.1.Activities proceed safely but conditions are not ideal

10.6.2.Participation is refused in line with our Refusals Policy

10.6.3.Required forms are not completed

10.7.Vouchers are valid for 12 months.

10.8.Full details are set out in our Cancellations & Refunds Policy.

### 11. Refusals

11.1.BGA may refuse or remove participants where reasonably necessary.

11.2.This includes behaviour that is unsafe, disruptive, abusive, or under the influence of drugs or alcohol.

11.3.Decisions will be fair, proportionate, and in line with the Equality Act 2010.

11.4.Refunds in these cases will follow the Cancellations & Refunds Policy.

11.5.Full details are set out in our Refusals Policy.

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## 12. Safeguarding

- 12.1.BGA is committed to protecting children and vulnerable people.
- 12.2.All staff follow safeguarding procedures, training, and background checks.
- 12.3.Safeguarding concerns will be reported and handled in line with UK law.
- 12.4.Information may be shared with relevant authorities where necessary to protect safety.
- 12.5.Full details are set out in our Safeguarding Policy.

## 13. Privacy

- 13.1.BGA processes personal data in line with UK GDPR and the Data Protection Act 2018.
- 13.2.Information is used to manage bookings, ensure safety, and improve services.
- 13.3.Data is stored securely and only accessed by authorised persons.
- 13.4.We do not sell personal data.
- 13.5.You have rights to access, correct, or request deletion of your data.
- 13.6.Full details are set out in our Privacy Policy.

## 14. Third Parties

- 14.1.Some services may be provided by third parties.
- 14.2.Their own terms will apply, and BGA is not responsible for their services unless required by law.

## 15. Travel and Guided Activities

- 15.1.Some activities may involve travel between locations.
- 15.2.If using your own vehicle, you are responsible for it being road legal and insured.
- 15.3.You are responsible for your own vehicle unless loss is caused by BGA negligence.

## 16. General

- 16.1.These Terms are governed by the laws of England and Wales.
- 16.2.If any part of these Terms is found to be invalid, the remaining sections will still apply.
- 16.3.BGA may update these Terms from time to time, and the latest version will apply.