



# Big Green Adventures Ltd

## Cancellations & Refunds Policy

### 1. Amendments and Cancellations

- 1.1. Any changes or cancellations must be made in writing and will take effect from the date they are received by Big Green Adventures Ltd (BGA).
- 1.2. BGA will make reasonable efforts to accommodate changes without penalty where this does not negatively affect BGA, its staff, or other clients.
- 1.3. Where this is not possible, the conditions below will apply.

### 2. Cancellations by BGA

- 2.1. If BGA cancels a booking due to circumstances outside of its control (including but not limited to weather conditions, environmental factors, government guidance, water quality issues, or third-party disruption), a voucher to the full value of the booking will be issued.
- 2.2. If BGA cancels a booking for reasons within its control, customers will be offered the choice of:
  - 2.2.1. A full refund, or
  - 2.2.2. A voucher to the full value of the booking.

### 3. Cancellations by the Customer

- 3.1. If you cancel with at least 72 hours' notice, you will be offered the choice of:
  - 3.1.1. A full refund, or
  - 3.1.2. A voucher to the full value of the booking.
- 3.2. If you cancel with between 24 and 72 hours' notice, a voucher to the full value of the booking will be issued.
- 3.3. If you cancel with less than 24 hours' notice, no refund or voucher will be issued.

### 4. Refund Conditions

- 4.1. Refunds may be subject to a reasonable processing fee to cover third-party payment costs.
- 4.2. Refunds will be made using the original payment method where possible.

### 5. Situations Where Refunds Are Not Offered

- 5.1. Where activities go ahead safely but conditions are not ideal.

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- 5.2. Where participation is refused or ended in line with BGA's Refusals Policy.
- 5.3. Where a participant chooses not to take part or leaves an activity early.
- 5.4. Where required forms or declarations are not completed prior to participation.

### **6. Vouchers**

- 6.1. Vouchers are valid for 12 months from the date of issue.
- 6.2. Vouchers can be used against any BGA activity, product, or package, subject to availability.

### **7. Additional Information**

- 7.1. This policy forms part of BGA's overall Terms & Conditions.
- 7.2. Full details of how cancellations may interact with other policies (including Refusals and Activity Terms) are set out in the main Terms & Conditions document.