

Conditions of Service for Activities provided by ProAdventure and their agents

Whilst every reasonable attempt will be made to deliver the agreed activities, ProAdventure reserves the right to cancel or modify the activities.

Liability And Insurance

- Adventure activities are potentially dangerous. All participants must be aware of this and accept the risks associated with these activities.
- Pro Adventure is under no liability whatsoever in respect of loss or damage to property, however caused, whilst undertaking our activities, or on our or our agents property.

Health And Safety Considerations

- Due to the strenuous nature of adventure activities, all participants should be physically fit. Anyone with a medical condition must seek medical advice before considering participating.
- All rafting and white water canoeing participants must be able to swim 25m and be confident swimming in open water.
- Only spectacles with solid plastic frames and plastic lenses can be permitted to be worn at the discretion of the Centre Staff for rafting at Canolfan Tryweryn.
- Contact lenses may be worn by participants.
- The wearer must accept that injury may still occur if any form of spectacles is worn and accept full responsibility for any such injury.
- Course participant/customers will not be permitted to consume alcohol or drugs prior to or during adventure activities. The Centre Staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.
- The Centre Staff may require any participant to leave the course if that person is not of a suitable standard to be on that particular course.

Disabilities

- Disabled persons are welcome to participate in rafting and courses, subject to submission of details to the Centre Manager for information at the time of booking.
- Participants with poor eyesight, who are unable to take part in watersports with their own spectacles or contact lenses must consult Pro Adventure staff to assess their suitability to take part safely.
- The Centre must be informed of any medical conditions (asthma, epilepsy, deafness etc.) or any other special needs of any/all participants.

Water Levels (only applicable to some courses)

- Rafting and some Canoe Courses can only take place at Canolfan Tryweryn when there is a release from Llyn Celyn Dam.
- There is always the possibility of water being turned off at short notice e.g. in the interest of flood defence or following a mechanical breakdown at the Dam. Participants are therefore requested to check on the most up-to-date information regarding water releases before travelling. This can be done by telephoning the Water Information Line on 01678 520826.
- Refund for Rafting and Canoeing will be made in the event of failure to deliver any canoeing or alternative activities due to there being no water release, when no other suitable alternative venues can be used (suitable venues would only be sought for Canoeing Courses). Pro Adventure will not accept any liability for any other expenditures or costs incurred by prospective participants.

EQUIPMENT AND CLOTHING

- For safety reasons, participants on Courses who provide their own equipment and clothing, all equipment must be suitable for the activity and approved by the sessions instructor or guide.
- Participants in Rafting may use their own Wetsuits, provided they are full leg suits. All other safety equipment will be provided by the Centre.
- Damage or loss of Centre equipment caused by negligence, malicious acts or carelessness must be paid for at the time at current replacement value.

BOOKINGS AND PAYMENTS

- No reservation can be made without payment of a 25% deposit or the full amount if less than two months before the activities
- Groups should book for the minimum number, then increase the numbers as they collect deposits rather than lose deposits when numbers drop.
- All group members must disclose any medical reasons that may affect their ability to participate safely in the course, and if there are any such conditions take and follow the advice of their doctor.
- The full amount is payable two calendar months prior to the date the course takes place.

CANCELLATIONS, CHANGE OF DATE AND REFUNDS

We recommend that you take out third party cancellation insurance.

What Happens if you cancel? More than two months in advance – Your deposit will be forfeit.

Less than two months in advance – your deposit will be forfeit and you are still contracted to pay the balance in full.

No refunds will be offered which arise from circumstances that are beyond the control of Pro Adventure.

If we cancel an activity which has been booked alongside accommodation the accommodation booking may stand.

Payments you have made are not refundable. We retain the right to cancel at any notice, in which case you will receive a full refund. Late payment of balances may lead to loss of your deposit and cancellation of your course.

CONDITIONS OF SERVICE

As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification and modification at any time. Only the proprietor, or his appointed Deputy, is empowered to vary or waive any of the Conditions of Booking. Such decisions are totally at the discretion of the Manager or the appointed Deputy.