



THE KIDS ADVENTURE
COMPANY

Terms and conditions (with additional Covid-19 statement)

Booking and confirmation

Once we have emailed you with the details of your booking and you are happy it is correct, you will be invoiced for the full amount. On receipt of your payment, you will receive a confirmation of booking at which point a contract shall exist.

Cancellation by you

As we incur costs from the time a booking is confirmed, the following cancellation charges will apply.

We like to feel that we are a good company to work for and value our handpicked staff. Parents, Schools, Colleges and Companies making a booking with us know that we only employ highly professional instructors that we would trust our own kids to go out on adventures with. We will always pay our staff 100% of their expected wages if a booking is cancelled within 7 days of the start date of the activity.

If a booking is cancelled before 7 days of the start date of the activity then you will receive a full refund.

If a cancellation is made within 7 days of the start date of the activity then 100% of the fee will be payable.

Cancellation due to Covid-19

We understand that you may need to cancel your booking due to Government restrictions with regards to Covid-19 and that these decisions may be made by the Government at the last minute.

Any booking that we could not go ahead with due to Covid-19 restrictions, no matter how late the announcement, we would offer a full refund or arrange a new date, whichever you would prefer.

If however, the booking could go ahead but you choose to cancel, the T & C's above in 'Cancellation by You' would apply.

Cancellation by us

We absolutely believe in offering an excellent service no matter what, but there may be an odd occasion when due to adverse weather or unforeseeable matters, we may not be able to provide your booking. We must stress this would be an absolute last resort and we would first work with you to maybe tweak timings or activities to suit the weather conditions before cancelling. It's amazing what fun can be had in what may seem extreme conditions!

We would of course refund any monies paid and try to re arrange at a mutually convenient time.