



Terms and conditions

BOOKINGS are accepted under the terms and conditions detailed below.

- To confirm a booking, Mobile Team Adventure (MTA) will require a non-refundable part-payment of 25%. Bookings will be considered confirmed on receipt of this amount. Alternatively, arrangements may be made to pay on invoice after the event – a purchase order number or other confirmation of payment will be required.
- The balance of payment is due on the day of the event before activities start and should be paid by cash or cheque. If you wish to pay by card this must be done in advance, during office hours, by calling in person or on the phone. Instructors do not have access to the card payments machine – just office staff. If agreement has been made to pay on invoice, payment should be made within 30 days of receipt.
- The event will be charged on at least a minimum number, agreed at time of booking. The client is responsible for notifying us of any change in numbers at least three working days before the event. The final invoice will be based on these agreed numbers, with additional charges for any late increase in numbers. Should numbers increase at the last minute, then we will do our best to accommodate the additional participants, but we cannot guarantee that this will be possible if not given reasonable notice. You will appreciate that there are limits on the number of people each instructor is insured to supervise and that sufficient equipment may not be available if we have not been forewarned.
- If we are providing food for you, then we will ask you to pay for the food element of the party in full, at least one week in advance. You are responsible for letting us know if there are any vegetarians or other special diets at the time of payment. If you are taking up the offer of free use of gas BBQ to cook your own food (minimum spend conditions apply) then the BBQ must be returned within an hour after your activities finish – later use will incur a charge.
- Cancellation less than TWO WEEKS before the start of the event will result in forfeit of 100% of the total fee, as calculated on numbers booked. Outside two weeks a cancellation charge of 25% of the fee will apply.
- MTA reserve to the right to change, postpone or even cancel events, for example, because of bad weather or unsafe water conditions. This will not be taken lightly and in the event of cancellation, where possible, an alternative date will be offered. Cancellation is most unlikely – we would prefer not to disappoint and will do our best to offer alternative activities if the original plan cannot be carried out.
- Groups are responsible for the cost of repairs or replacement necessitated by theft / damage / breakages to equipment. Group leaders / management are responsible for a high standard of behaviour and conduct.
- MTA will not be responsible for loss of or damage to participants' property.
- Participation in an events programme is solely at the discretion of MTA Staff. If a participants' behaviour is in breach of any safety rules, MTA has the right to end participation in the event.
- All participants are required to provide a completed Health and Safety registration form (parental signature required for those under 16). Forms should be given to the instructor at the start of the event. It is, however, helpful if you can forewarn us of any conditions likely to require special arrangements. MTA reserves the right to refuse participation in certain activities based on a medical condition, for example back or heart problems, broken bones or pregnancy. MTA may also refuse participation if a person appears to be under the influence of drugs or alcohol.
- Individuals have the option to opt out of activities at any point, assuming it is safe to do so.