

OA Terms and Conditions

Bunkhouse Accommodation Booking Conditions

1. General

- 1.1. The contract for bunkhouse accommodation will exist when we receive the appropriate booking form and deposit in cleared funds and we send you a confirmation of booking.
- 1.2. The price for the bunkhouse accommodation will be set at the time of booking and will form part of your confirmation of booking notification. This notification supercedes any prior promises, representations or undertakings.
- 1.3. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability.
We will advise you of any changes at the time of booking or as soon as possible thereafter.

2. Making a Booking

- 2.1. All groups are to have a nominated group leader who is responsible for their booking. The nominated group leader warrants that s/he has the full authority to make a booking on behalf of all the persons they are making a booking for, and confirms that all such persons are aware of and accept the conditions.
- 2.2. Provisional bookings may be made by email or via an enquiry through the website, we will confirm all bookings in writing - normally by email.
- 2.3. All bookings are subject to availability and Outdoor Alternative Ltd reserves the right to decline a booking at our discretion.

3. Payment

- 3.1. In order to secure your booking you must pay us the appropriate deposit as stated on the booking form within 24 hours of completing the booking form. The balance of your accommodation costs is to be paid 28 days prior to the date of your arrival.
- 3.2. Payments can be made by bank transfer or by cheque or cash.
- 3.3. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking.
- 3.4. Deposits payable under clause 3.1 are non-refundable.

4. Changes to your Booking*

- 4.1. If you wish to change a confirmed booking (e.g. changes in dates or numbers) such changes are subject to the availability of suitable alternative accommodation and may be

subject to additional charges.

- 4.2. We will inform you of any additional charges when you request your changes and shall agree such costs with you.
- 4.3. Subject to availability you may change a booking to a different date up to 3 months before your arrival.
- 4.4. If, less than 3 months from your date of arrival you wish to change a booking this will be treated as a cancellation and shall be subject to cancellation charges (see below).

- 4.5. A Group can decrease its numbers by up to 10% up to 14 days before arrival, without incurring cancellation fees.1. We strongly advise customers to take out holiday insurance to cover unforeseen circumstances that may lead to a cancelation.**5. If you Cancel your Booking***

5.1.All cancellations are subject to a cancellation charge

5.2.Cancellation charges are set out below:

Greater than 28 days - Your deposit amount

Under 28 days - The total cost of your booking

5.3. If you cancel your booking within 28 days and we are able to re-let the accommodation then we will aim to a refund you, less your deposit.

6. If we change your booking*

In the unlikely event it becomes necessary for us to change your booking, in total or in part, we will inform you as soon as is reasonably possible of any necessary changes. You shall have the choice of: accepting the changed arrangements; or making another booking with us (and paying or receiving a refund in respect of any differences); or canceling your booking and receiving a full refund of all payments made.

7. Our liability to you

7.1. Outdoor Alternative Ltd shall ensure that the accommodation and/or services you receive from us are in accordance with your booking, are in a reasonable condition and 'fit for purpose'.

- 7.2. Our entire liability in connection with the contract will not exceed the purchase price of the services booked.

8. Behaviour

- 8.1. All customers are expected to treat the accommodation, other Outdoor Alternative Ltd users and the locality and environment with respect at all times. If your behaviour is deemed to be unacceptable or causes damage your booking may be terminated and you may be asked to leave the premises. No refunds will be made in these circumstances.
- 8.2. All group leaders are to be familiar with the group leader information provided by Outdoor Alternative Ltd and take necessary steps to ensure that their group are made aware of the information therein.

- **9. Information**

9.1. We shall only store and use your information for the purposes of carrying out our contract with you.

Camping Terms and Conditions

General

1.1. The contract for camping will exist once an online booking has been confirmed and fully paid for

1.2. The price for camping will be set at the time of booking and will form part of your confirmation of booking notification. This notification supercedes any prior promises, representations or undertakings.

1.3. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as possible thereafter.

3. Payment

3.1. In order to secure your booking you must pay the appropriate fee upon booking via the website using credit/debit card.

3.2. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking.

4. Cancellation:

4.1. If you cancel your booking more than 28 days before your arrival a refund is available.

4.2 All refunds are subject to an admin charge of £10.

4.3. If you cancel your booking less than 28 days before your arrival refunds are not available.

5. If we change your booking*

5.1 In the unlikely event it becomes necessary for us to change your booking, in total or in part, we will inform you as soon as is reasonably possible of any necessary changes. You shall have the choice of: accepting the changed arrangements; or making another booking with us (and paying or receiving a refund in respect of any differences); or canceling your booking and receiving a full refund of all payments made.

6. Our liability to you

6.1. Outdoor Alternative Ltd shall ensure that the accommodation and/or services you receive from us are in accordance with your booking, are in a reasonable condition and 'fit for purpose'.

Caravan Terms and Conditions

1. General

- 1.1. The contract for the caravan will exist once an online booking has been confirmed and fully paid for.
- 1.2. The price for the caravan will be set at the time of booking and will form part of your confirmation of booking notification. This notification supercedes any prior promises, representations or undertakings.
- 1.3. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as possible thereafter.

3. Payment

- 3.1. In order to secure your booking you must pay the appropriate fee upon booking via the

website using credit/debit card.

- 3.2. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking.

4. Cancellation:

- 4.1. If you cancel your booking more than 28 days before your arrival a refund is available, less a non refundable fee of £100.
- 4.2. If you cancel your booking less than 28 days before your arrival refunds are not available.

6. If we change your booking*

- 6.1. In the unlikely event it becomes necessary for us to change your booking, in total or in part, we will inform you as soon as is reasonably possible of any necessary changes.
- 6.2. You shall have the choice of: accepting the changed arrangements; or making another booking with us (and paying or receiving a refund in respect of any differences); or canceling your booking and receiving a full refund of all payments made.

7. Our liability to you

- 7.1. Outdoor Alternative Ltd shall ensure that the accommodation and/or services you receive from us are in accordance with your booking, are in a reasonable condition and 'fit for purpose'.
- 7.2. Our entire liability in connection with the contract will not exceed the purchase price of the services booked.

8. Arrivals and Departures

- 8.1. Your accommodation will be available from 4pm on the day of your arrival and will be open for you to let yourselves in. The key will be inside.
- 8.2. Departure time is 10am

9. Behaviour

- 9.1. All customers are expected to treat the campsite, other Outdoor Alternative Ltd users and the locality and environment with respect at all times. If your behaviour is deemed to be unacceptable or causes damage your booking may be terminated and you may be asked to leave the premises. No refunds will be made in these circumstances.

10. Information

- 10.1. We shall only store and use your information for the purposes of carrying out our contract with you.

COVID-19 Clause

*Covid 19 Clause: This clause explains when you, or we, may cancel or agree to postpone your booking due to Government Restrictions related to Covid 19 Regulations The rights in this clause are additional to the rights in our existing terms and conditions.

We have followed government and industry Covid 19 guidelines and have put in place a risk assessment and cleaning protocol so we are Good to Go and you are safe to enjoy your stay at Outdoor Alternative Ltd.

- CANCELLATIONS - COVID 19 RELATED TRAVEL RESTRICTIONS If you, or we, need to cancel your booking due to Government lockdown restrictions i.e. if the law prevents you from traveling outside of the area that you live or you are not permitted to travel to Outdoor Alternative Ltd due to Welsh Government restrictions we will make a full refund.

- **CANCELLATIONS - INABILITY TO TRAVEL WHEN TRAVEL IS NOT RESTRICTED BY COVID 19 RELATED REGULATIONS** If you or any members of your family are unable to travel for any reason including but not limited to, illness or the requirement or recommendation to self isolate our standard cancellation policy applies and we recommend you take out your own travel insurance to reimburse you, as we will not be able to refund you. Prior to your arrival you will receive an email from us asking if you or any members of your family have COVID 19, are experiencing any suspected symptoms associated with COVID 19, have been instructed to self isolate through NHS track/ trace, have been in contact with any person with suspected or confirmed COVID 19. If the answer is yes you must follow government advice and self isolate and not travel to Outdoor Alternative Ltd
- **DISPLAYING COVID SYMPTOMS WHILST STAYING AT OUTDOOR ALTERNATIVE Ltd** If when staying with us you or any members of your family start to display COVID 19 symptoms then you must inform us immediately, and in line with the PASC/NHS guidance, if you feel well enough to travel and do not need to use public transport you should return home as quickly and directly as possible. If you are unable to do this and need to isolate in our accommodation then you will be liable to pay the additional cost for the additional days you require to stay.
- **CANCELLATIONS - IF YOUR BOOKING IS AFFECTED BY OUTDOOR ALTERNATIVE Ltd BECOMING UNAVAILABLE DUE TO GUESTS NEEDING TO SELF ISOLATE HERE** We will contact you as soon possible and offer you alternative dates or a full refund.