



## Gift Card Terms and conditions

**Contract:** by making any payment, part or full, you are confirming your order to buy our services and acceptance of our terms and conditions.

**Orders:** Payment in full is required for all gift cards. Gift cards can be bought in any denomination and there is no limit to the number of gift cards that can be purchased. They can be used as part or full payment for all Yorkshire Dales Guides Ltd services and/or products. They can only be used towards special offers if they were purchased while the special offer was valid, in other words between the launch and expiry date of that special offer. They are valid for one year from date of purchase unless otherwise stated and are non-refundable. They are only valid if presented in conjunction with the original email order confirmation, this is for the added security of your purchase.

**Descriptions** of services and kit required are clearly shown. Customers are asked to ensure they understand what is included in the stated price for the specific service they are booking. Any accommodation is booked directly by the customer with the accommodation provider & no contract for accommodation, transport or otherwise exists with Yorkshire Dales Guides Ltd.

**Data Protection:** Yorkshire Dales Guides Ltd are registered for data protection. We do not pass customers personal details on to third parties.

**Cancellation and Alterations:** Our aim is to always ensure you get the best possible experience and whenever possible we will try to work with you to overcome any difficulties which arise. These terms and conditions exist to clarify any issues which cannot be easily overcome. The cancellation of a booking by you must be received as written notice or an email from the person with whom the contract exists ASAP. It is your responsibility to ensure Yorkshire Dales Guides Ltd give receipt of your notice, otherwise these terms cannot be met. Any cancellations by you the customer less than one month before your booked activity may not be eligible for rebooking. No refunds can be made for cancellations made by the customer or on their behalf.

**Arrival Time:** if you have problems on the day, e.g. running late, illness etc., please call the Yorkshire Dales Guides Ltd office as soon as possible. We reserve the right to cancel the activity if we think your arrival time will be significantly late enough for us not to be able to complete the activity within the allotted time, one hour or more being significant for most activities. You will not be eligible for a refund or rebooking of your activity in those circumstances.

**Weather and other conditions outside our control:** The activities we offer can take place in most moderate weather conditions, but it must be understood that our services can be affected by adverse weather. In the unlikely event the weather or other conditions outside of our control make running the activity unsafe or unsuitable we will try our best to offer an alternative venue, which is often possible. However, we may be left with no choice other than to delay or potentially cancel your

booking. In these extenuating circumstances where cancellation is outside of our control, we cannot offer a refund. Where possible we will make every reasonable effort to rearrange your activity. In circumstances where an alternative booking cannot be made between Yorkshire Dales Guides Ltd and a client a refund cannot not be made. We advise that you take out your own cancellation/travel insurance.

**Cancellation/alteration by Yorkshire Dales Guides due to factors reasonably within our control:** In the unlikely event that we have to cancel your activity, due to instructor illness, insufficient numbers or any other factors reasonably within our control, the following options apply. You can choose to rebook your service at another date or have a credit voucher issued which is redeemable for one year. This cancellation policy does not affect your legal rights — for example, if services are mis-described.

**Insurance & Qualifications:** Yorkshire Dales Guides Ltd have public liability insurance for the work and activities we undertake. We advise that you take out your own personal accident insurance. We are registered to provide activities under the following headings: Caving, Hill Walking & Mountaineering, Abseiling, Rock Climbing and Mountain biking by the Adventure Activities Licensing Authority, registration no: R2476. The details of our insurance and licensure can be provided via email. [info@yorkshiredalesguides.co.uk](mailto:info@yorkshiredalesguides.co.uk).

**Deliberate misuse & neglect, loss or damage of equipment:** Any losses or damage caused to equipment by the willful actions, neglect, loss or damage of an individual will be invoiced to the individual, body or organisation booking activities on the participants behalf.

To clarify any of these details – contact us: Yorkshire Dales Guides Ltd – Hornby Laithe, Stainforth, Settle. North Yorks. BD24 9PB Tel. 01729 824455 [info@yorkshiredalesguides.co.uk](mailto:info@yorkshiredalesguides.co.uk)

Our preferred method of payment is bank transfer which can be made to:

Account: Yorkshire Dales Guides Ltd

Account Number: 01469797

Sort Code: 40-40-31

Alternatively gift cards can be purchased at: <https://www.yorkshiredalesguides.co.uk/gift-card>