

**The Anderton Centre reserves the right to change, postpone or cancel the venue, activity or any trip if we feel water levels or weather conditions on the day of the trip could cause safety issues.**

The Anderton Centre accept bookings either online or by email. Payment can be made by Bank Transfer, Cleared Cheque or Card.

**LOAI bookings** can be secured with a 20% deposit. Please note that a deposit invoice is non-refundable. Any changes to the booking will be made to the full balance invoice (The deposit invoice will **NOT** be amended). Confirmation of final number of participants and staff will be required 8 weeks in advance. Full balance invoice will be sent out 7 weeks in advance and payment will be due 6 weeks prior to the activity date.

**Anderton bookings** will receive an invoice upon approval, representing the full balance. This invoice needs to be settled within two weeks. It is important to note that any adjustments to reduce the group numbers must be made before the booking is confirmed and the full balance is sent out. Once the full balance invoice is created and sent, there will be no further changes allowed. However, if you need to increase the group size beyond the original booking, it will be subject to availability and billed separately.

**Provisional bookings** may be held, however please note that your booking is not confirmed and the dates will still be open until we have received either a deposit payment or a purchase order number.

All cancellations must be advised by the person who initially made the booking by email. Cancellations incur the following charges:

**LOAI bookings** - Loss of non-refundable deposit. Charged full amount for cancellation within 8 weeks of the activity date.

**Anderton bookings** - Payment is due 2 weeks from when the booking was approved. Payment can be made by Bank Transfer, Cleared Cheque or Card. Card Payments can incur a surcharge of which you are made aware in advance. Charged full amount for any cancellations.

**Cinolla Bookings** – Any cancellations need to be made within 48 hours. The Anderton Centre may be able to move your booking to a future date, please note that this will be subject to availability and the Anderton Centre would still require a notice period of 48 hours. The Anderton Centre will only issue a refund if we are responsible for the cancellation.

All invoices and outstanding balances are to be paid on the due date stated on the invoice. The Anderton Centre will charge all outstanding accounts at 2.5% interest for every seven days after that.

The Anderton Centre reserves the right to make alterations to brochure details, website listings and any other company documents, before and after any booking has been received and confirmed. Most of these changes will be minor and, in most cases, we will inform you at the earliest opportunity.

Even though the Anderton Centre carries full Public Liability Insurance, it suggested that participants obtain a personal accident insurance policy that covers them for adventurous activities.

All participants must be made aware that outdoor adventurous activities carry a degree of risk that can include and is not exclusive to death and disablement. Even though the Anderton Centre will manage these risks, there is still a chance that participants may fall into cold water or exposure to heights and many other potential hazards associated with our activities. Participants will only attend on the understanding that they are aware of these risks and wish to participate of their own free will.

You agree to honour and abide by the Booking Terms and Conditions and Activity Terms and Conditions as documented by the Anderton Centre. You acknowledge that all the participants in your party are aware of these terms and conditions before the activity date.

We want you to enjoy your experience in the outdoors to its fullest, if you are dissatisfied with any aspect of the service provided by the Anderton Centre please inform us as soon as possible and we will take appropriate actions. Alternatively, please complete our feedback form: <https://andertoncentre.co.uk/feedback/>

Photographs and videos may be taken by Anderton Staff during your activity for marketing purposes. A selection of these will be uploaded to our social media sites for you to review and may be used for other marketing purposes and publications. It is our policy to retain the anonymity of our clients, we therefore never identify any group or person by their name or location.

By completing this booking form, or by completing an online booking you agree to honour and abide by the Booking Terms and Conditions and Activity Terms and Conditions as documented by the Anderton Centre. You acknowledge that all the participants in your party are aware of these terms and conditions before the activity date.