



JOSH JENNER ORIENTEERING COACH & MAPPER

BOOKING TERMS AND CONDITIONS

Josh Jenner LTD

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PLEASE ENSURE YOU HAVE READ AND UNDERSTOOD THESE TERMS AND CONDITIONS BEFORE MAKING A BOOKING

BOOKING

The booking will be considered confirmed once the electronic online booking form has been completed and received. Booking confirmation will be emailed and an invoice issued for the full amount.

PAYMENT

JOSH JENNER LTD does not ask for a deposit at the time of booking. Payment is due no later than 14 days after the invoice has been received. Payment can be made via Cheque or Bank Transfer. Full details on how to pay can be found on the invoice.

TRANSFER

If after your booking has been confirmed, you wish to change the date of your visit we will make every effort to meet your requirements. However, in the event that we cannot find an alternative date this will be treated as a cancellation and charges may apply.

JOSH JENNER LTD reserves the right to cancel or postpone a booking due to circumstances relating to the venue or are out of our control.

CANCELLATION

If it is necessary for you to cancel your booking, please inform JOSH JENNER LTD in writing as soon as possible. Cancellation is effective from the date your email is received at our office and may be subject to cancellation charges as follows:

More than 60 days before your visit 25% of charge is payable

60-28 days before your visit 50% of charge is payable

28 days or less before your visit 100% of charge is payable In addition to these costs, any penalties incurred from the cancellation of transport bookings made by JOSH JENNER LTD on your behalf will be passed on.

EQUIPMENT

JOSH JENNER LTD will provide appropriate equipment for your activity. Any equipment damaged or lost through misuse will be charged at the replacement cost plus a £50 administration fee.

CODE OF CONDUCT

All visitors to Debdon House must cooperate with staff to safeguard the natural environment, and agree to follow safety instructions at all times.

It is the responsibility of each class teacher to bring the appropriate number of responsible adults to ensure the safety of the children at all times. We take the greatest care to ensure the safety of our visitors and all JOSH JENNER LTD staff are trained in first aid and have immediate access to an extensive first aid kit at all times. All activities and sites have been assessed for risks and appropriate control measures are in place to ensure your safety. For event specific risk assessments please contact JOSH JENNER LTD