

Black Rock Outdoors Ltd

Conditions for booking

Day sessions

Following an enquiry, an invoice will be sent for a non returnable deposit, giving the potential number of participants. Payment will be due by the date on the invoice. When payment is made, the booking is confirmed. Payment please by bank transfer.

The balance will be due by the date agreed. Usually a week before the event. The number of participants given at this stage will be fixed. If there are extra attendees on the day, additional payment can be by bank transfer or by card.

Refunds will only be given if Black Rock is unable to run the day should we consider conditions to be unsafe through, most likely, electrical storms or very strong winds. Rain, snow and the cold are just considered 'outdoor weather'.

Residential bookings.

Costs will need to be met in advance of the booked residential and other providers will be involved, so payments must be made in advance and by the dates given.

Following an emailed enquiry and a provisional booking, an invoice will be sent for a non returnable booking deposit, based on the approximate numbers given. Payment must be made by the date stated. Once payment is received, the booking is confirmed. Once final numbers of participants have been received, an invoice will be sent for the balance and this must be received by the date given on the invoice. This will usually be six weeks before the event. Should there be any extra participants, these must be added at least a week in advance and payment made by an extra bank transfer. An invoice will be sent. By a week prior to the event, we should have been supplied with any relevant medical details and diet requirements.

Black Rock Outdoors Ltd will always run sessions in accordance with, where applicable, National Governing body recommendations. Lead supervisors will hold recognised qualifications and all equipment will be of a sound standard. We have been inspected by the Adventure Activities Licensing Authority which is applicable for certain activities for under eighteen year olds.

G Daine
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