

Outdoor Adventure Session Info, Terms and Conditions

The meeting place for all activities is The Thorpe Woodlands Adventure Centre reception, IP24 2RX. We only have a small car park so you may need to park outside the gate and walk to reception where your instructor will meet you. Please plan to arrive 15 minutes early to allow for unforeseen problems with traffic etc.

By booking activities with us, you have agreed to our Terms and Conditions and the contents of this booking confirmation. Please read the following information carefully and get in touch if you have any questions or concerns.

Before your activity you will need to have completed our Declaration Form. If possible, please download, print and complete this form and bring it with you on the day. If you do not have access to a printer, you can complete one when you arrive.

Download the Acceptance of Risk Form [here](#)

DIRECTIONS

Please meet your instructor in the reception car park. If the car park is full – please park outside the gate on forestry land and walk to reception.

Address: Thorpe Woodlands Adventure Centre, Shadwell, Norfolk IP24 2RX

Google Maps: <https://goo.gl/maps/XcNsaGTXEbks3fyV7>

What3Words: <https://w3w.com/possible.trek.domain>

Please note that there is a nice café and restaurant (Forest Holidays Retreat) about 5 minutes' walk from Thorpe Woodlands so if you arrive early you can always head there for coffee and cake.

ESSENTIAL INFO

Please read the following thoroughly:

Arrive at least 10 minutes before the start time of your activity session. If you arrive late, your instructor may start without you. (No refunds or re-scheduling will be available).

Please ensure that you are wearing suitable clothing for the weather conditions and chosen activities. Shoes must cover the whole foot (no crocs/sandals) and long sleeves/trousers are recommended.

The lower age limit for participation in our activities is usually 8 years old – if you would like to book activities for a younger child please contact us to discuss. There is no upper age limit.

The maximum weight for all climbing and high rope activities is 120kg (19 stone). There is no weight restriction for other activities; however, participants must be able to fit properly into safety equipment (harness, buoyancy aid, helmets etc).

BOOKING TERMS AND CONDITIONS AND REFUND POLICIES

DEFINITIONS

Under this booking and cancellation policy some words have specific meanings, as follows. 'You', 'your', 'yourself', 'the' / 'our client(s)' means each participating group member, individual or their respective booking representative. 'We', 'us', 'our', means Thorpe Woodlands Adventure Centre, their representatives, authorised agents and staff.

BOOKING TERMS AND CONDITIONS

If you cancel your booking with us 30 days or more before the start of your trip, you may reschedule your activity or receive a full refund. If you wish to cancel your booking within 30 days of your trip, you will not be entitled to a refund or to reschedule regardless of the reason. We strongly recommend you purchase the appropriate insurance to cover you in these circumstances.

We will not issue refunds or re-schedules for failing to arrive in time for the booked activity regardless of the reason.

If an activity session is unable to go ahead due to weather conditions, staff absence, centre closure etc. We will let you know as soon as possible, and you will receive a full refund. We cannot accept any liability for any other losses incurred by you. We strongly recommend you purchase the appropriate insurance to cover you in these circumstances.

We require payment in full at the time of booking to hold the spaces. We cannot hold places informally without full payment. Spaces are allocated on a first-come-first-served basis.

We consider the safety of our clients to be paramount. You will be expected at all times to follow the safety instructions given to you by us before, during and after your activities. If you refuse to follow these safety instructions, or act in such a way as to endanger yourself or others, we reserve the right to remove you from the activity immediately and refuse you further participation. In this case a refund will not be issued. We also reserve the right to remove you from an activity or our premises if you exhibit abusive behaviour, verbally or otherwise, towards our staff or other customers before, during or after the activity. In this case a refund will not be issued.

If you have any queries regarding the information above, please feel free to get in touch.

We look forward to welcoming you soon.