



TERMS & CONDITIONS 2020

We want you to have a great experience with us.

There are some important things you need to know in advance of your visit.

PARTICIPANT RESTRICTIONS

Before booking with us you will need to ensure everyone in your group can participate. **Adventure Segway is an experience on board an all-terrain Segway which utilises balancing technology.** For safety, all participants should be in good health and not have existing medical conditions that could be aggravated by this adventure.

Please ensure everyone in your group is

- at least 7 stone in weight
- no more than 19 stone
- at least 10 years old

Children will need to be accompanied by a supervising participating adult (18+) if they are 15 or under. There is a **maximum supervision ratio** of one supervising adult (18+) to three participants 15 or under.

Before you start, we will ask everyone in your group to read our *Risk Awareness Guide* and participants aged 16+ will need to sign a *Risk Awareness Disclaimer*.

You can download our *Risk Awareness Guide* and all our health and safety documents online at adventuresegway.com/health-safety

You will experience this activity acknowledging the fact that you are voluntarily participating in the Segway experience and agree to accept all the risks of injury associated with it.

You will receive comprehensive training to safely operate the Segway personal transporter before you explore the park. We will require you to **wear one of our**

helmets and whistle and carefully listen to our safety training. You will significantly reduce the risk of injury if you follow the instructions of your instructor.

DURATION AND ROUTE

Adventure Segway is a minimum 75 minute experience but please allow at least 90 minutes for the entire adventure.

As a courtesy to other visitors in your session we will not delay their experience to wait for you. **Arrive 10 minutes before your scheduled session time** to maximise the enjoyment of your experience with us. Don't forget to plan in extra time to travel to us during special events, weekends and school holidays. The duration of your ride will be shorter if you arrive late and we will continue without you if you are more than 15 minutes late arriving.

We reserve the right, on occasion, to change the duration of the routes for special events and seasonal demand. You will be notified of any change in advance of your visit date.

We may also temporarily alter or change any part of the advertised and pre-determined route for any reason. Some routes and advertised activities may not be available due to changes in terrain, temporary ground conditions, special events and/or inclement weather.

ADMISSION

Tickets are issued in accordance with these terms and conditions of admission. We reserve the right to review and subsequently change the rates at any time. For reasons beyond our control we may also have to change the limitations of admission - including minimum age and weight restrictions.

GO PRO CAMERAS

Riders are welcome to wear a Go Pro style camera provided it is securely attached to you using a supplier approved accessory. You are not permitted to wear any Go Pro or similar camera on the helmet, on the Segway or in your hand.

CANCELLATION

IF WE CHOOSE TO CANCEL

It's rare we have to cancel sessions, but if we can't go ahead with your experience due to operational capacity or inclement weather then you can **reschedule your session** for free to an alternative date or **receive a full refund**.

In the unlikely event that we have to cancel your adventure we will endeavour to contact you as soon as possible using the information you supply to us.

IF YOU CHOOSE TO CANCEL

Advance bookings are **non-refundable** but are amendable.

Your booking is entirely flexible and you can amend it as many times as you like. It's free if you provide us with **at least 24 hours before your booked session time**. Simply give us a call on 0371 789 1024 quoting your transaction reference and we will assist you further.

Amending Future Bookings

More than 24hr notice	FREE
Less than 24hr notice	£5 per person

No-Show and Late Arrivals Rescheduling

Standby later in the day (subject to availability)	FREE
An alternative date in the future	£5 per person

Refused Admission

due to advertised participant restrictions	£5 per person
due to any other reason	£10 per person

GIFT VOUCHERS

Adventure Segway gift vouchers can be redeemed on any standard operating day and are valid one year from purchase. You can redeem in person on-the-day (subject to availability) or secure your date and time online by entering the unique code printed on your voucher.

EXPIRED VOUCHERS

If your voucher has expired and you are within 30 calendar days of the expiry date we will re-validate your gift voucher once. There is a charge for this and you must then **visit us within 60 calendar days**. Simply give us a call on 0371 789 1024 and we will assist you further.

Extending Gift Vouchers

by 30 days from expiry

Experience Voucher - £5 per person

Gift Voucher - £5 per £30 increments

by 60 days from expiry

Experience Voucher - £10 per person

Gift Voucher - £10 per £30 increments

Unfortunately, we cannot re-validate your voucher if:

- your original voucher has expired and it is more than 30 calendar days out of date;
- you fail to visit us using your re-validated voucher within 60 calendar days.

LARGER GROUP DEPOSITS

The same terms above apply to larger groups.

To secure a group booking of more than 12 participants we will ask you to pay a deposit. This deposit is non-refundable if you subsequently decide to cancel your experience with us.

We will contact you approximately 48 hours prior to your experience with us to confirm final numbers and you're booking extras. If confirmed participants fail to show on the day we will not charge them for their ticket but we will retain their £10 deposit. Unfortunately we are not able to refund any booking extras due to the inclusion of external vendor services.

The per person price will be based on the final number attending on the day. Please be aware that the price may go up or down according to the attendance brackets we clearly advertise on our website.

PREGNANCY

It is our policy to recommend that pregnant women **do not participate** in Adventure Segway as there are associated risks with any outdoor adventure activity. However, whether you decide to participate is entirely up to you.

RIGHT OF ADMISSION

We reserve the right to refuse admission or remove from the activity anyone should we deem it necessary to do so. This includes a participant who does not comply with our safety rules or appears to be under the influence of drugs or alcohol. **No refunds are permitted under this clause.**

CAR PARKING

Adventure Segway is located within the boundary of Mount Edgumbe Country Park. All car parks are owned and operated by Cornwall Council. The car parks are chargeable and shared with other visitors to the park. Any vehicles are left entirely at the owners' risk.

ATTIRE

It is the responsibility of all participants to ensure that they are dressed appropriately for the weather conditions. We also highly recommend you wear sensible closed and sturdy footwear. Open-toed or slip-on footwear (like flip flops) are not acceptable.

LEGAL

Adventure Mountain strictly complies with the data protection recommendations set out by the Information Commissioners Office (ICO). When you sign your Risk Awareness Disclaimer, please tick the box if you would not like us to contact you with offers and information relating to our brands. Adventure Mountain will never pass your details on to anyone else.