

Course and booking terms and conditions

The company is Dale house barn and Trail Skills MTB.

Participation in adventurous activities entails some risk of injury. The Trails skills instructor is trained and appropriately qualified to run activity sessions and will at all times proceed in a manner to limit the risk of injury. However, customers need to accept that accidents and injuries can happen.

The customer must ensure that his/her bicycle and helmet is in good working order and appropriate for use. Additional protection including eye wear, knee pads and other protection is welcome. Gloves should be worn.

All bookings are on the basis that the customer will, at all times, observe the safety regulations set by the instructor

Full payment must be made at the time of booking. In the event of cancellation 8 weeks prior to event – full refund

Up to 4 weeks prior to event - 50% refund

Less than 4 weeks – full fee retained unless we can sell your place to another person.

CANCELLATION BY THE COMPANY

Whilst every attempt is made to ensure that courses/ activities actually run, the company will notify the customer of cancellation as soon as practicable where it believes on reasonable grounds that cancellation is necessary due to dangerous and/or unsuitable conditions for the course/activity or any other reason that would prevent the course from running.

The company shall notify the customer of cancellation not less than five days prior to the commencement of the course where numbers as a result of either customer(s) cancellation or booked numbers have failed to reach a workable minimum.

The minimum number required to run this course is 6. Once we have six ladies booked on we will confirm by email.

The company shall not be liable for any travel, accommodation or other fees that may have been incurred by the customer as a result of cancellation of the course.

In the event of cancellation customers will receive a full refund of the fee paid.

Guidance | Insurance Cover

We strongly recommend that you take out travel and activity insurance to cover cancellation (for example due to illness or injury), curtailment, personal accident, public liability, medical and emergency expenses and your personal belongings whilst on your course.

You should note that many travel insurance policies exclude cover for certain sporting activities, you should carefully check the terms of any proposed insurance policy to ensure that it meets your requirements.

HEALTH

Customers participating in courses/activities must expect to be involved in adventurous and sometimes strenuous activities. Although prior experience and/or training is not necessary on all the courses/activities customers are expected to be of good general health.

A Medical Declaration must be completed before commencing the course. All prior injuries and/or serious illnesses must be declared. Any injury or illness occurring between the time of the declaration and the commencement of the course must be reported. The customer must satisfy him/herself that taking part in the course is within his/her own capabilities.

Dale house/Trail skills reserves the right to refuse a booking on medical grounds if it is considered to be detrimental to the safety and smooth running of the course. Dale house/Trail skills cannot be held responsible for any issues arising from participants not meeting the course's minimum fitness standards once the course has commenced and reserve the right to exclude customers not meeting these standards without liability for compensation to the customer.

MEALS AND DIETARY REQUIREMENTS

The weekend includes an evening meal for each participant on both Friday and Saturday. There will be tea and coffee available for you to make in the barn and cake when you return on Saturday after the training session.

The barn has a small kitchen with a hob, microwave and fridge. Please bring your own breakfasts and packed lunch ingredients for both Saturday and Sunday.

Any special dietary requirements must be notified to Dale house at the time of booking.

Accommodation

Dale house barn is a 400 year old camping barn. It provided charming, rustic accommodation on the edge of Gisburn forest in the Forest of Bowland.

There are 2 mezzanine sleeping areas above the main barn.

Please bring you own bedding (single mattresses are provided) or sleeping bag and towel.

There are 2 showers and 2 toilets.

SAFETY REGULATIONS

Outdoor adventurous activities take place in varied natural environments where there are natural hazards and risks to manage.

Customers participating in this course are expected to comply with minimum equipment standards and all safety guidance and instructions given by the instructor or leader. This includes adequately and honestly completing Participant Information Forms and Health and Experience Declarations well in advance of the course.

Failure follow these instructions may result in the customer(s) being excluded.

Safety

Mountain Biking is a dangerous sport and as such carries risk which could result in personal injury or death. Trail Skills will have risk assessments in place for all riding areas to ensure we utilise suitable areas and terrain however, the customer/ rider accepts that risk of serious injury is a part of mountain biking and has the option to withdraw from any activity at any point should they feel uncertain about proceeding. Trail Skills and Dale house barn accepts no responsibility for injury, death or damage to personal equipment resulting from your participation.

You must ride within your own ability at all times. Please consider the effect your actions have on other trail users, including non-cyclists.

You agree to follow any instructions given to you by your leader or instructor and accept that anybody not doing so, or anybody acting in a way that could be dangerous to themselves or the rest of the group, may be asked to leave the activity with no refund from Trail Skills or Dale house barn.

Should the weather or ground conditions be deemed unsafe by the Trail Skills coach or guide, an alternative date/ session will be offered. Trail Skills will make decisions on weather as early as possible however this may be on the morning of or during a session.

Trail Skills reserves the right to stop any session without a refund should the Trail Skills coach or guide deem the rider either dangerously unprepared or to have provided inaccurate information regarding their riding experience causing danger to themselves and others.

UNRULY BEHAVIOUR

Behaviour that disrupts the smooth running of an event may result in the disruptive customer(s) being excluded. Any damage caused to property or equipment as a result of unruly behaviour will be charged for.

PERSONAL PROPERTY

Property belonging to the customer is at all times the responsibility of the customer.

PHOTOGRAPHS

From time to time photographs and video footage taken on courses/activities may appear in our promotional material. If customers do not wish to be photographed or filmed please raise this when booking your course.