
Hornby Laithe ~ Stainforth ~ Settle ~ North Yorkshire ~ BD24 9PB ~ 01729 824455

Terms & Conditions

Contracting with us/Use of this site:

All prices include vat

Our aim is always to ensure you get the best possible experience, and wherever possible we will try to work with you to overcome any difficulties which arise. These terms and conditions exist to clarify any issues which cannot be easily overcome, and to ensure we clearly operate within our legal obligations.

Yorkshire Dales Guides is a real company – run by real people who can speak to you.

Dave Gallivan Trading As Yorkshire Dales Guides – Hornby Laithe, Stainforth. Settle.

North Yorks. BD24 9PB

01729 824455

info@yorkshiredalesguides.co.uk

VAT number 856 3133 25

Contract:

When you place an order with us you are making an offer to buy goods or services. We will send you an e-mail to confirm that we have received your order. Once we have checked the price and availability of the goods we will e-mail you again to confirm that we accept your order and that a contract has been made between us. We will not take payment from you until we have accepted your order. In the unlikely event that the goods or services are no longer available, or that we have made a pricing mistake, we will advise you of this. You will not receive an e-mail confirming your order and there will be no contract between us. In such circumstances we will endeavour to help resolve the situation for your convenience.

Our Order System:

Our on-line order system uses a “shopping cart” using PayPal. This allows payment from a PayPal account or by credit or debit card if you do not have a PayPal account.

You can also order off-line by email or telephone. Payment can be made online, by credit/debit card over the telephone or cheque. Direct payments into our bank account can also be made. Bank details can be sent if requested.

All services/transactions are in pounds sterling and include VAT

VAT No: 856 3133 25



Registered to provide activities under the following headings:
Caving, Hill Walking & Mountaineering, Gorge Scrambling,
Abseiling & Rock Climbing

Registration number L8365/R0337

Should you be unclear about the process or need to clarify anything, please contact us:
Yorkshire Dales Guides – Hornby Laithe, Stainforth, Settle. North Yorks. BD24 9PB tel. 01729 824455
info@yorkshiredalesguides.co.uk

Please see our Privacy Statement

Descriptions:

Descriptions of services are clearly shown. Customers are asked to ensure they understand what is included in the stated price for the specific service they are booking.

Any accommodation is booked directly by the customer with the accommodation provider & no contract for accommodation exists with Yorkshire Dales Guides.

To clarify any of these details – contact us:

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info@yorkshiredalesguides.co.uk

Data Protection:

Yorkshire Dales Guides are registered for data protection. We do not pass customers personal details on to third parties.

Please see our Privacy Statement

Cancellation and Alterations:

Our aim is to always ensure you get the best possible experience and whenever possible we will try to work with you to overcome any difficulties which arise. These terms and conditions exist to clarify any issues which cannot be easily overcome.

You can cancel your contract at **any time up to 7 working days after the booking date**. To do this either e-mail us or write to us. We will reply by return which ensures you can be certain that we have received your instructions. This is important for you as we can only act on instructions we receive. You do not need to give any reason for cancellation, however a brief explanation will help us to improve the service we offer to customers in the future.

After 7 days

The cancellation of a booking by you must be received as written notice from the person with whom the contract exists. To cover our expenses, the following cancellation charges apply:

More than 4 weeks in advance.....£10 per activity booking admin fee

4 weeks to 2 weeks..... 50% of total price

Less than 2 weeks..... full price

To do this, either e-mail us or write to us.

We will reply by return which ensures you can be certain that we have received your instructions. This is important for you, as we can only act on instructions we receive.

Conduct:

The activities we offer can be hazardous in nature and booking on an activity or course signifies acceptance of an element of risk.

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Parents/guardians/teachers, or anyone signing a booking form on behalf of others, is deemed to have accepted a degree of risk on behalf of their charges. Parental consent forms must be completed for any under 18s taking part in an activity where their parents or guardians are not present. These consent forms are to be carried by the accompanying adult at all times and they should notify the Yorkshire Dales Guides instructor of any medical or behavioural conditions which could effect the persons ability to take part in the activity.

Parental consent forms can be provided by Yorkshire Dales Guides if the organisation does not have their own.

Yorkshire Dales Guides takes every care to ensure the safety of both clients and staff and to minimise risk. Yorkshire Dales Guides has an excellent safety record; however participants should be aware of the risks involved and should take responsibility for their own actions and take out personal insurance if they feel it is appropriate.

We reserve the right to either cancel outright or remove individuals from any activity at any time due to inappropriate behaviour, including the suspicion of participants being under the influence of alcohol or drugs, lack of suitable clothing, inappropriate noise levels, uncompleted consent forms or lack of group supervision by accompanying staff.

Arrival Time:

If you have problems on the day, e.g. running late, illness etc., please call the Yorkshire Dales Guides office as soon as possible. We reserve the right to cancel the activity if we think your arrival time will be significantly late enough for us not to be able to complete the activity within the allotted time.(one hour or more being significant for most activities) We will not give a refund in these circumstances.

Weather conditions:

The activities we offer can take place in most moderate weather conditions. In the unlikely event we think the weather or other relevant conditions are totally unsuitable for the activity you wish to take part in, we shall make every effort to suggest alternative venues, dates or issue a credit voucher for the amount you paid for your cancelled activity. Credit vouchers can be redeemed at any time within one year from issue against any activity to the same value.

Cancellation / Alteration by Yorkshire Dales Guides:

In the unlikely event that we have to cancel your activity, due to instructor illness, insufficient numbers or any other factors beyond our control, apart from the weather, you can choose to rebook on another date, have a credit voucher which is redeemable for one year or we will refund all monies.

This cancellation policy does not affect your legal rights — for example, if services are mis-described.

Insurance & Qualifications:

Yorkshire Dales Guides are fully insured in relation to the work and activities we undertake. The details can be view / confirmed at our offices.

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- ~ Adventure Activities Licensing Authority
- ~ Association of Cave Instructors
- ~ Association of Mountaineering Instructors

Deliberate misuse & neglect of equipment:

Any losses or damage caused to equipment by the wilful actions of an individual will be invoiced to the body or organisation booking activities on that persons behalf.

Use of Barn or meeting at Hornby Laithe, Stainforth (where applicable)

As a condition of YDNP Planning Consent we need to point out the following:

All groups are encouraged to arrive in as few vehicles as possible and as close in time together.

Drivers are requested to drive very slowly on the access road for the safety of stock and any residents using the bunk barn.

Drivers are asked to park with consideration of any users of the adjacent Bunk Barn.

Noise levels when using the barn for activities will be monitored to ensure no disturbance to neighbours. In the unlikely event of any inappropriate behaviour by a group or individual the activity will be curtailed or cancelled.

Schools/Group/Youth Groups:

We would draw the attention of group organisers particularly, for example youth groups & schools; to our code of conduct:

Yorkshire Dales Guides: Code of Conduct and Transfer of Responsibilities.

Yorkshire Dales Guides have responsibility for the activities that have been booked, the equipment and for ensuring we operate to all legal requirements. Yorkshire Dales Guides instructor(s) will be responsible for the safety and management of participants on our activities. Parental consent forms must be carried by staff with the group and information of any medical or behavioral issues must be passed on to the Instructor leading the activity. It is essential that visiting staff provide advice regarding individuals and offer appropriate support to enable the instructor(s) to properly perform their duties.

The visiting group leader has overall responsibility for the control and behavior of their group at all times. If a participant is withdrawn from the activity for any reason, then the responsibility for those withdrawn will revert to the visiting staff. If this is not safe due to the location or activity being undertaken, the activity will have to be curtailed to enable the whole group to remain in the care of the instructor. If at any time the visiting staff are unhappy about the activity, it is essential that they make their concerns known to the instructor as soon as possible.

The Values of Yorkshire Dales Guides are:

- ❖ That while providing activities, the safety of all, staff and participants, is paramount.
- ❖ That all instructors are qualified, experienced and local people who have a real love of the activities they instruct in.

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- ❖ That challenging activities can help people learn when individuals are provided with the appropriate level of support.
- ❖ That learning should be fun and the participants should go away having recognised their achievements.

What Yorkshire Dales Guides expects from course participants:

- ❖ To listen to and follow instructions as these are there for their safety and enjoyment.
- ❖ To try to take part in the activities to the best of their abilities. To respect other people in their own group as well as those they may meet when taking part in the activities.
- ❖ To treat the equipment they are using as well as the environment with care.

What Yorkshire Dales Guides expects from group leaders:

- ❖ To support Yorkshire Dales Guides values.
- ❖ To bring their groups to the activity with all clothing stated in the kit list.
- ❖ To not exceed the number of participants booked on an activity unless this has been agreed. The instructor to participant ratios are there for people's safety as well as enjoyment.
- ❖ To work with Yorkshire Dales Guide instructors to enable everyone to gain from the experience of the activity.

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