



## **OPEN GOLD TRAINING, PRACTICE & QUALIFYING EXPEDITIONS**

### **BOOKING TERMS & CONDITIONS**

#### **How to Book**

Bookings can be made by completing the online Registration Form and submitting it to Chase Training Solutions. To secure the registration, a deposit of 50 per cent of the advertised Open Training and/or Expedition, or Expedition Package fee is required.

#### **Payment of Balance**

The balance of the expedition fee is due no later than 30 days prior to the commencement of the expedition to confirm the booking. In the absence of payment by this date, the booking is considered cancelled and the deposit will be retained.

Invoicing for deposits and balances can be submitted to organisations upon request.

#### **Cancellations**

- There is no charge for cancellations received 61 or more days before the start of the Open Training and/or Expedition, or Expedition Package and the fee will be refunded in full.
- Cancellations received 31-60 days before the start of the Open Training and/or Expedition, or Expedition Package are subject to a cancellation fee of 50 per cent of the fee.
- Cancellations received 15-30 days before the start of the Open Training and/or Expedition, or Expedition Package are subject to a cancellation fee of 75 per cent of the fee.
- Cancellations received 0-14 days before the start of the Open Training and/or Expedition, or Expedition Package are subject to a cancellation fee of 100 per cent of the fee.
- Please note that if, for whatever reason, you withdraw from the Open Training and/or Expedition, once it has started, there will be no right to any refund, irrespective of circumstances, and you will be responsible for arranging your own transport back home as soon as practically possible. We are unable to accommodate, or take responsibility for, individuals or groups once they have withdrawn from any aspect of the Open Training and/or Expedition.

#### **Cancellation by Chase Training Solutions**

The Open Training and/or Expedition, or Expedition Package will run as advertised subject to there being a minimum number of participants (fully paid) in place, failing which it will be cancelled. We will, where possible, not cancel an Open Training and/or Expedition in these circumstances less than four weeks before it is scheduled to start.

Chase Training Solutions also reserves the right to cancel any Open Training and/or Expedition, at any time, prior to commencement, due to other circumstances beyond our control, which make it impossible for Chase Training Solutions to operate to the planned schedule, i.e. extreme weather conditions.

In either case, if the Open Training and/or Expedition is cancelled for which you have made a fully paid booking; you may transfer to the next available Open Training and/or Expedition organised by Chase Training Solutions. In these circumstances, Chase Training Solutions, will take all reasonable steps to accommodate your wishes as to a suitable alternative. If after reasonable efforts by both yourself and Chase Training Solutions, it is not possible to agree a transfer of your booking, you may claim a full refund of the expedition fee.

#### **Equipment Hire**

The hirer accepts full responsibility to Chase Training Solutions for loss or damage to any equipment hired or freely loaned, during the period of the Open Training and/or Expedition, from whatever cause, and is fully responsible to Chase Training Solutions for the safekeeping of the equipment and its return in equal order to Chase Training Solutions at the end of the expedition. The hirer shall pay Chase Training Solutions for all repairs and replacements to the equipment in the event of damage or loss.

#### **Insurance**

CTS will be responsible for only their own liability, including neglect attributable to its employees in the course of their duty; therefore, CTS has a public liability insurance policy of up to £5m, along with appropriate Employers Liability Insurance. Please note that this is not 'Travel' type insurance and does not cover loss or damage to personal property, illness, injury, cancellation, etc. Participants or their parent/guardians are responsible for any additional insurance (i.e. personal accident, property, etc.) for the Open Training and/or Expedition is in place and are advised to take out such insurance cover.

#### **Team Numbers**

As soon as all participants' names are confirmed, they will be divided into teams of between 4 and 7. Each team member will be told the names and contact details of the other team members, allowing preliminary introductions to be carried out and to make plans for and the purchase of expedition food. By registering on the Open Training and/or Expedition, or Expedition Package, you are agreeing for your details to be shared in this way. As you would expect, no confidential information will be disclosed to other team members.



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