

The Outstanding Events Company Limited is referred to in this document as 'The Company'.

1. A booking can be reserved for two weeks by contacting The Company. The booking form and deposit must be received within this period for the booking to be confirmed.

2. All prices exclude VAT at the current rate.

3. The initial deposit is 25% of the total amount of the booking (minimum of £100). It covers administration costs and is not refundable, unless we are unable to arrange your booking. The balance (75%) is payable 14 days prior to the start of a booking.

4. Late payments will incur a one off charge of £35.00 plus interest charged on the overdue amount at the rate of 10% per week or part thereof.

5. In an effort to reduce waste paper, we prefer payments by BACS or other electronic means. If you prefer to pay by cheque, you must add £5.88 to each cheque to cover our bank charges.

6. Failure to comply may result in your booking being cancelled and you being liable for the total cost.

7. Cancellations must be made in writing to The Company.

8. In the event of a cancellation the following charges will apply:

- Within 60 days prior to event – 50% of total cost
- Within 30 days prior to event – 75% of total cost
- Within 8 days prior to event – 100% of total cost

9. The percentages listed above refer to the total price of the booking. However, the deposit will be forfeited in full even if it should be more than the subsequent percentage due. Insurance to cover cancellation should be arranged.

10. In the event of traffic or other uncontrollable circumstances preventing us from being able to fulfil our contracted obligations our liability shall be limited to a refund of any monies paid in relation to the contracted event or a pro rata reduction in the hire fee in the event of delayed start. No further compensation will be paid irrespective of any loss of earnings.

11. An administration charge of 5% of the total cost of your booking will be made in respect of an alteration or change in booking details.

12. Any cheques returned not cleared by our bankers will be subject to a £35.00 charge.

13. The Company reserves the right to cancel, alter, or delay any booking where forced to do so by circumstances beyond our control, such as serious illness, severe weather or any other circumstances which would subject The Company or any of its employees or any of its participants to danger.

14. The company reserves the right to substitute hired equipment with equipment of a similar type and value in the event of previous damage or loss of booked equipment.

15. The directors of The Company reserve the right to send away any person who in their judgement is found to be unmanageable or a danger to the safety or enjoyment of others. In this event no refund will be given. Any additional costs and responsibility involved in removing the participant will be borne by the client.

16. Participants must be physically fit to take part in the activities involved and free from any illness or conditions that may render the activity hazardous. Certain activities are only suitable for specific age groups and these age restrictions must be adhered to. The Company accepts no responsibility when clients fail to adhere to these rules.

17. Some activities are potentially dangerous if not skilfully managed. Safety must therefore be paramount and all participants must accept that the decision of the activity instructor is final and at all times be accepted by the participants. The Company will accept no liability for problems arising from failure to accept and/or respond to the authority and instructions of the appointed staff.

18. Any and all photographs, videos, or other recorded media may be used by The Company for the purposes of marketing or advertising without any payment or compensation being offered and without any request being made to the featured parties.

19. Equipment, once sited, will not be moved. Ensure that you advise our staff where you want them to setup accurately.

20. The collection time as stated on your contract is the time that we can drive in to an event and start breaking down equipment.

21. Alterations to booking times, including collection times, made on the day of an event, will be subject to a £50 charge and then an hourly rate charged for each hour or part of an hour. The hourly rate will be calculated pro rata.

22. Any newspaper or other media reports organised by the client or the client representative must be approved with the directors of The Company before publication. Any published reports relating to activities organised by The Company must include the company name and contact details.

23. No Liability is accepted for:

- Loss of or damage to property belonging to or travelling with the members of any group. For example watches, jewellery, cameras or clothing
- Losses or additional expenses due to delays or changes in travel services, sickness, weather, strikes, riots, war, quarantine or any other cause.
- Personal injury or death of any participants however caused unless by proven negligence of the company.

24. In the event of any damages caused by participants to property or equipment in use by The Company, except by fair wear and tear, the client will be charged the full replacement cost.

25. Any damages must be reported to a member of The Company staff immediately.

26. All information given in any literature produced by or on behalf of The Company is given in good faith and is intended as a guide to services available and may be altered without notice to suit differing seasonal or other conditions. All information is correct at time of going to press.

27. If you have any complaint during your booking, please notify the directors of The Company or The Company representative immediately. We will then do our utmost to find a speedy and satisfactory solution. In the event that you are not satisfied with the solution please complain in writing to the managing director of The Company within 14 days of the end of your booking.

28. For the comfort, health and safety of all concerned, there will be no smoking during any of the activities.

29. The Company is covered by all necessary insurances.