

## **Booking Conditions**

### *Your booking made easy*

You can now book online at [www.exsportise.co.uk](http://www.exsportise.co.uk)

**By Post to** - Exsportise Ltd, Cornelius House, 33 Boltro Road, Haywards Heath, West Sussex. RH16 1BP

Simply complete the booking form and send it to us together with your deposit payment, either cheque payable to Exsportise Ltd or give full credit card details where shown.

### **By Fax**

Fax a copy of the completed booking form to +44 (0) 1444 444 744

### **By Telephone**

0044(0) 1444 444 777 between 9.00am – 17.00 Monday – Friday UK time. An answer phone service operates outside of these hours. Reservations made by phone can be paid for by quoting your full credit/debit card number and details.

### **What Happens Next?**

You will receive a written confirmation either by email, fax or post confirming your child's place on one of our courses plus an insurance certificate. There will also be a Travel Form to complete and return once you have made your journey plans.

### **Booking**

Responsibility for the details of the booking and for the payment lies with the person making the initial booking.

### **Confirmation and Payment**

Your booking will be confirmed after we receive the completed form and the appropriate deposit. The balance must be paid by May 1<sup>st</sup> 2008. Payment of the deposit is regarded as your acceptance of the booking conditions and is non-refundable. If payment is not received by the start date of the course Exsportise reserves the right to refuse entry to the course and to withhold the cancellation fee at the rates shown below.

If you book after the 1st May 2008 you must pay the full amount before your booking will be accepted and confirmed. Payment can be made by credit card or cheque payable to Exsportise Ltd.

## **Administration Charge**

Please note, we reserve the right to levy an administration charge of £15.00 in respect of any changes made to the booking details after the initial booking has been confirmed.

## **Cancellation**

If you wish to cancel your Exsportise course, for whatever reason, your deposit will be forfeited to cover administration costs. Until written confirmation of the cancellation is received at Head Office we will continue to hold your booking. You will lose the following amounts if you cancel a course before it starts;

More than 44 days before - loss of £100.00

44 -30 days before – Loss of 50% of the full cost of the full course fee

Less than 30 days before - Loss of 100% of the full course fee

On or after the course starts – Loss of 100% of the full course fee

No compensation will be paid or refund given if cancellation or change by the company is brought about by war, strikes, technical problems with transportation, weather or any other event outside the control of the company.

## **Negligence**

Exsportise accepts responsibility for those elements of the course under our direct control if caused by proven negligence of the company or its employees. We cannot accept responsibility for the loss of enjoyment due to the following factors: strikes, bad weather, loss or damage to luggage or personal property, personal injury or illness whilst on the course, travel arrangements including when we use sub-contractors such as transport companies.

## **Programme Changes**

Exsportise will always try to fulfil your requirements as stated on your booking form, however, we reserve the right to alter or cancel any courses, accommodation and other arrangements that are in our control. The company reserves the right to cancel a sport in case of insufficient numbers. The client accepts that certain activities may in extreme circumstances not take place on camp.

## **Incompatibility**

The company reserves the right to exclude or refuse any person at any time prior to or during the activity or course if, in the company's opinion, that person is not compatible

with the general enjoyment and well being of other clients or the satisfactory administration of the activity or course. In this instance the company will give no refund of the cost of the course. All students are subject to the Exsportise course rules, which must be signed and agreed by them, as laid out in Consent Form 1 – Safety and Behaviour . Any breach of these may result in the students being sent home at their own expense.

### **Compensation**

In the unlikely event that a child experiences a problem or difficulty while at camp, the matter should be reported immediately to:

1. The Centre Manager who has the authority and the direct knowledge to deal with most queries.
2. If he or she fails to solve the problem to your satisfaction, then phone or write to us at Head Office, by email or post, within 10 days of your child leaving camp. Where and when applicable compensation will only be paid if the above criteria have been met.

### **Disclaimer**

The charge made per week is inclusive of VAT (17.5% at the time of going to print). We guarantee not to increase our holiday charges unless there is an increase in VAT, in which case the increase shall only cover this additional tax. The details in this brochure are published in good faith as at October 2007. The brochure is the responsibility of the company, they are not issued on behalf of any other centres used by the company (Exsportise Ltd).