



Course Booking Form

Personal Details

Name	
Home Address	
Phone Number(s)	
Email	
D.O.B	
Medical Conditions/ Allergies etc. (these will remain completely confidential)	

Emergency Contact Details

Name	
Phone Number(s)	
Relationship to you	

Course Details

Course Name	
Course Date	

Payment

A deposit of 50% is required on booking. The full balance must be paid 14 days prior to the start of the course. Please tick a payment method below.	
Cheque (made payable to David Kohn-Hollins and sent to 6 Aber Cottages, Y Felinheli, LL56 4JY)	
Bank Transfer (made payable to MR D P KOHN-HOLLINS, Sort Code: 401522, Acc. No. 61550926)	



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Participation Statement

I understand that:

Adventurous activities such as Kayaking, Canoeing and White Water Safety and Rescue Training entail an inherent risk of injury.

River Flair staff are trained and appropriately qualified to run these activities and will at all times proceed in such a way as to limit these risks. Participants must at all times comply with safety instructions given by River Flair staff.

Responsibility for accidents will not be accepted by River Flair unless gross negligence can be proven.

Many of these activities are physically demanding and require a good level of physical fitness. It is the responsibility of the client to ensure that they have an adequate level of fitness for the activity that they choose. All those participating in water based activities must be able to swim.

All medical conditions should be stated on the booking form, and the instructor or coach should be made aware of any changes to the participants' health or fitness prior to the start of the course. All information given will be treated as strictly confidential.

I accept that River Flair is in no way liable for the loss or damage to any personal property whilst on this course, unless it can be proven to be caused by gross negligence of River Flair Staff.

I confirm that I am aware of and accept these risks and will be responsible for my own actions and involvement.

Signed _____ **Date** _____

Terms and Conditions

Booking

To make a booking, a booking form must be completed and submitted online or returned to the postal or email addresses stated below. A booking has not been officially made until confirmation has been given, either by email or by telephone.

Payment

A deposit of 50% of the course/trip fee is required on booking. The full balance must be paid two weeks prior to the commencement of the course/trip. If the course is full at the time of booking, all payment will be refunded, or an alternative date offered.

Cancellation

Cancellation of a course or trip must be made in writing and sent by post or email to the addresses given below. In the event of cancellation on the part of the client, where possible an alternative date or course/trip of equal value will be offered. If this is not possible, or the alternative date/course/trip is refused, the client will incur the following charges:

- 30 days or more prior to the course/trip – 25% of the course/trip fee.
- 29 -15 days prior to the course/trip – 50% of the course/trip fee.
- 14 days or less prior to the course – 100% of the course/trip fee.

In the event of cancellation of the course by River Flair, due to the weather or other circumstances out of our control, an alternative date will be offered or a 50% refund given.



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Cancellation during the Covid-19 Pandemic

To protect River Flair Staff and the other participants on your River Flair course, it is essential that anyone attending a River Flair course is not currently ill with or displaying symptoms of Covid-19.

If you have booked a course and begin to display symptoms of Covid-19, or come into contact with someone who then tests positive for Covid-19 within the next 14 days, you must inform River Flair immediately, and if it is within 14 days of your course, you must not attend.

If you have already attended part of your River Flair course and begin to display symptoms, you must cease your attendance immediately, and you must inform River Flair staff immediately, in order that all other participants can be informed and if necessary be advised to self-isolate and seek a Covid-19 test.

In the event of you not being able to attend a course, or having to cut short your attendance on a course booked with River Flair, due to you falling ill with Covid-19 or having to self-isolate because you suspect you have Covid-19, you will be transferred to another course of equal value at a later date for no extra cost.

In the event that River Flair is forced to cancel your course due to the staff member falling ill with Covid-19, and no other staff being available, your course will be postponed to a later date at no extra cost to yourself, or if no suitable alternative dates can be found, a refund of 75% of the course fee will be given.

In the event that River Flair is forced to cancel your course due to there being insufficient numbers on the course following the cancellation of participants due to Covid-19, a postponement to a suitable alternative date will be offered at no extra cost to yourself, or if there are no suitable alternative dates a 75% refund will be given.

Package Trips

The period of time in which the client is described as being 'on the trip' is deemed to start when the client is collected by River Flair staff on their arrival in the country or destination in which the trip is being run, and ends when the client is deposited by River Flair staff, at their agreed departure point from the country or destination.

Accommodation

River Flair makes no guarantees as to a minimum standard of accommodation that will be provided. Accommodation is booked at the discretion of River-Flair. Bookings are made with private accommodation providers who have no private or business partnership with River Flair. As such, River Flair accepts no responsibility for any faults, defects or hazards that are found to affect said accommodation. Any faults, defects or hazards found to be present in any accommodation booked by River Flair, should be reported to River Flair staff as soon as possible, and River Flair will make every effort to ensure these issues are remedied as soon as possible. If a remedy is not possible, it is at the discretion of River Flair staff as to whether alternative accommodation needs to be arranged. If this is deemed necessary, River Flair will make these arrangements as quickly as possible. River Flair accepts no responsibility for any injuries or death, that are found to have been caused by any faults, defects or hazards in any aspect of the accommodation, if unknown by, or



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un-reported to, River Flair staff.

If there are any specific requirements on the part of the client in relation to accommodation, these must be communicated to River Flair at the time of booking, so that arrangements can be made in advance. River Flair accepts no responsibility for any problems caused by a lack of facilities to cater for any specific requirements, if these were not communicated to River Flair at the time of booking the trip.

River Flair will ensure, wherever possible, that clients will have their own individual bed, or shared bed when requested. However, River Flair makes no guarantees that clients will have their own individual room, unless specifically requested at the time of booking, and confirmed by River Flair.

Food

Where food is stated to be provided on a trip, River Flair agrees to provide three meals for each client, within each full 24 hour period that the client is deemed to be 'on the trip'. The number of meals provided by River Flair within any period that is deemed to be 'on the trip', but is less than 24 hours, is at the discretion of River Flair. For instance, if a client arrives at the destination in which the trip is being run at midday, River Flair will not be expected to have provided breakfast for the client on that day.

In addition to the three meals per client per 24 hour period, River Flair will provide snacks and refreshments for each client, throughout the period that the client is deemed to be 'on the trip'. River Flair makes no guarantees as to the quantity and frequency of these snacks and refreshments, the provision of which is entirely at the discretion of River Flair staff. Purchases of snacks and refreshments by the client will not be re-imbursed by River Flair.

During the period that the client is deemed to be 'on the trip', the individual or group may visit a café or restaurant, accompanied by River Flair staff, for one or more of their meals. The cost of the clients' meal, including any beverages, will be paid for by the client, unless specifically stated by River Flair staff.

Any alcohol purchased during the period that the client is deemed to be 'on the trip' is the responsibility of the client and must be paid for by the client.

Transport

Any transport provided by River Flair will be 'road legal' (ie. will have the requisite paperwork and mechanical safety certification to be legally driven on the roads of the country or destination in which the trip is being run) and will be driven by a legally qualified driver. River Flair makes no further guarantees in regards to a minimum size or standard of transport that will be provided.

Where it has been stated that transport is included in the price paid by the client for a trip, transport will be provided for the client for the entirety of the period that they are 'on the trip', specifically in relation to the activities provided by River Flair. River Flair agrees to collect the client upon their arrival in the destination or country where the trip is taking place, and to deposit them on their departure from the destination or country, at times, dates and locations agreed upon with the client. River Flair will provide transport between any accommodation provided by River Flair and any activity venues at which activities are being provided by River Flair. Any additional or supplementary provision of transport is at the discretion of River Flair.



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River Flair accepts no responsibility for any unforeseen mechanical failure of any of the transport provided on a trip. River Flair will endeavour to have any mechanical failures repaired or corrected as quickly as possible, or will endeavour to provide replacement transport as quickly as possible, in the event that any mechanical failures cannot be repaired or corrected. River Flair makes no guarantees as to a maximum time period before replacement transport will be provided. River Flair accepts no responsibility for time lost during a trip as a result of any unforeseen mechanical failure of any transport provided by River Flair.

Loss of Enjoyment (“disappointment and distress caused by things going wrong”)

River Flair will at all times endeavour to ensure that the client enjoys their experience whilst deemed to be ‘on the trip’. It is the responsibility of the client to communicate promptly to River Flair staff if they are not enjoying any aspect of their trip, or have any complaints or issues regarding any aspect of the trip that is organised or controlled by River Flair, and to allow River Flair a reasonable period of time in which to find a remedy for any complaints. River Flair accepts no responsibility for any ‘loss of enjoyment’ on the part of any client who does not communicate their complaint to River Flair staff whilst ‘on the trip’ or with sufficient promptness to allow River Flair staff time, to find a remedy for their complaint. River Flair accepts no responsibility for any ‘loss of enjoyment’ on the part of the client for any aspect of the trip that is not organised or controlled by River Flair, or any period in which the client is not deemed to be ‘on the trip’.