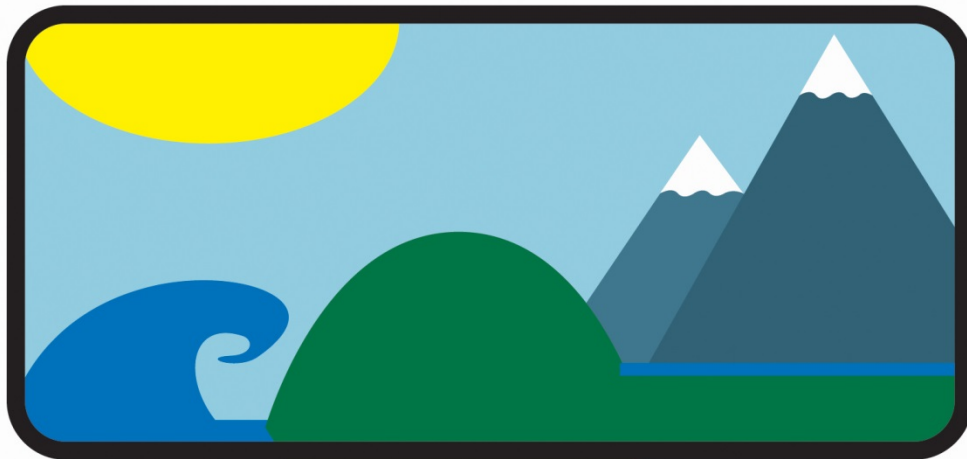


2022

# Terms and conditions

**PARTNERIAETH AWYR-AGORED**

*Profiad • Mwynhau • Llwyddo*



*Experience • Enjoy • Achieve*

**OUTDOOR PARTNERSHIP**

Tracey Evans

Chief Executive Officer

## GENERAL TERMS AND CONDITIONS

If you continue to browse and use our website [www.outdoorpartnership.co.uk](http://www.outdoorpartnership.co.uk) you are agreeing to comply with and be bound by the following terms and conditions of use, which, together with our Privacy Policy, govern The Outdoor Partnership's (TOP) relationship with you in relation to this website.

If you disagree with any part of these terms and conditions, please do not use our website.

## PARTICIPATION STATEMENT

The Outdoor Partnership recognises the concept of 'Risk Benefit' in outdoor learning and would encourage all partners, volunteers and providers to refer to the document 'Nothing Ventured' <https://www.englishoutdoorcouncil.org/wp-content/uploads/Nothing-Ventured.pdf> as a means of insight into this approach to proportionate risk management.

The Outdoor Partnership recognises that participation in adventurous activities entails some risk of injury. TOP uses providers who are licensed via the [AALA](#) to provide outdoor activities and/or who hold a nationally recognised external benchmark for providing activities that fall outside of licencing. Examples of this would be AAA [Adventuremark](#), [CLOtC Quality Badge](#), [AHOEC Gold Standard](#), NGB Accredited Course Provider ([RYA Cymru](#), [Canoe Wales](#), [Mountain Training Cymru](#), [Welsh Cycling](#), [Surf Lifesaving](#), [Snowsports Cymru](#), or any other as relevant.)

However, customers need to accept that accidents and injuries can happen. You will be bound by the activity/training provider's terms and conditions.

## PRODUCTS

- TOP provides an affiliation option to community based outdoor activity clubs for an annual fee, which allows the club access to support for running their club and application to subsidy for their volunteer to attend training courses.
- TOP provides financial subsidy towards the costs of certain courses and National Governing Body Awards for new and existing volunteer leaders.

The volunteers must be members of community-based outdoor activity clubs based in an area of TOP operation. This subsidy means that the volunteers must pay a contribution fee of £20 per day of the course to TOP, in return for TOP paying the full cost of the course to the provider.

- TOP also organises various activities for various participants, through multiple programmes; from taster sessions to development sessions, and single and multiple day courses. Participants pay TOP for these activity and course places.

TOP shall not be liable to you for any injury, loss (including but not limited to personal property), damage, delay, expense, inconvenience or otherwise suffered as a consequence of anything, howsoever caused, in connection with the provision of the activity or training course.

## **COOKIES**

TOP website uses cookies to monitor browsing preferences but does not store personal information. For more details please contact [info@outdoorpartnership.co.uk](mailto:info@outdoorpartnership.co.uk).

## **CONTENT**

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In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits' arising out of, or in connection with, the use of this website.

Every effort is made to keep the website up and running smoothly. The Outdoor Partnership takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

### **REFUNDS AND CANCELLATIONS**

We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time the information was entered onto the system.

- Unfortunately we are unable to refund the £150 membership fee for any club.

- For all individual course contribution fees, if a participant cancels or cannot attend and does not give 14 days notice they will not be entitled to any refund. If they give 14 days or more notice they will be entitled to a full refund. If the activity is cancelled either by the provider or by The Outdoor Partnership they will be entitled to a full refund. Refunds will be automatically credited to their payment account.
- For all activity sessions and events payments, if a participant cancels or cannot attend and does not give 14 days notice they will not be entitled to any refund. If they give 14 days or more notice they will be entitled to a full refund. If the activity is cancelled either by the provider or by The Outdoor Partnership they will be entitled to a full refund. Refunds will be automatically credited to their payment account.

### **SERVICE STANDARDS**

Any complaints regarding the Outdoor Partnership website should be made in writing to: The Outdoor Partnership, Bwthyn Carnedd, Plas y Brenin, Capel Curig, Conwy, LL24 0ET.

### **PRIVACY**

Please review our Privacy Notice, which also governs your visit to our website, to understand our practices.