



Booking Terms and Conditions – Moving Mountains

1. Definitions

These terms and conditions relate to bookings for on site activities at Moving Mountains. For all mobile activities please refer to our mobile activity terms and conditions.

- “Kelston Adventures” – Kelston Adventures LTD (including Moving Mountains activity centre)
- “The Customer” – The individual or organisation making the booking
- “Staff” – employees working for or on behalf of Kelston Adventures (including freelance instructors)
- “Dry Hire” – rental of equipment only (with or without setup) without instructors.
- “Participant” – Any individual taking part in an activity

2. Bookings, Payments and Cancellations

No booking shall be considered confirmed until one of the following has been received:

- Payment in full for the activity
- Payment of a 25% deposit (with the remainder due to be paid no less than 7 days before the activity. Where the remainder is not paid at least 7 days before the activity, Kelston Adventures reserve)

Where the total bill for an activity is less than £50.00 payment in full shall be required and shall be considered a non refundable deposit.

Where a booking is cancelled by the customer, all deposits are non refundable. Any cancellation within 7 days of the event will be subject to 100% of the event cost.

Where either party is required to cancel due to Covid 19 (including illness, self isolation and lockdowns) the activity may be moved to an alternative date at no additional cost. No refunds shall be made available.

Customers booking large events are advised to consider cancellation insurance.

All activities at Moving Mountains are able to take place in the rain and will do so. In the event of severe weather meaning it is unsafe to continue with the activity an alternative date shall be offered. In the event of heavy rain, Kelston Adventures may offer, at their discretion, to postpone the activity. Participants should ensure they are appropriately clothed for the prevailing weather conditions.

In the event of Kelston Adventures cancelling due to circumstances within the control of the company (including but not limited to staff absence, vehicle breakdown or equipment failure) an alternative date will be offered. Upon request of the customer a full refund shall be provided. However no further liability shall be accepted by Kelston Adventures.

No refund shall be given if cancellation or change is brought about by war, terrorism, natural or man-made disaster (including but not limited to severe weather, fire or flood), strike or industrial action, epidemic or pandemic or quarantine requirements – or any other such event outside of the control of Kelston Adventures.

3. Customer attendance, clothing and equipment

Kelston Adventures will aim to start all sessions on time. Where customers are not present at the start of the session they shall be allowed to join in if safe to do so – however if the customer has missed a safety briefing this may not be possible and no refund shall be offered. Sessions will not be extended for late arrivals.

Correct clothing must be worn for all activities. Our instructors reserve the right to remove participants from a group if they are not suitably attired or equipped for their own safety. A copy of the kit list can be downloaded from our website.

Instructors reserve the right to remove participants, or a whole group, from activities if their behaviour is unacceptable or unsafe. The person or organisation making the booking are responsible for maintaining behaviour and for providing supervision for any participants who have been removed from the activity.

4. School and Youth Groups

Where activities are provided for groups of young people, the teachers or group leaders are responsible for ensuring that they provide adequate supervision to at least the ratio required by Kelston Adventures.

- For primary school age groups this is 1 adult to 15 pupils.
- For secondary school age groups this is 1 adult to 20 pupils

Where students have additional needs the person responsible for the booking must consider whether it may be necessary to provide additional staff supervision.

It is the responsibility of the person making the booking to inform us of any medical conditions or disabilities including behavioural or learning difficulties or dietary requirements which may affect a participants ability to take part in a session.

Kelston Adventures will operate in accordance with our own safeguarding policy (available to download on our website). Where applicable it is the responsibility of the person making the booking to provide us with details of the designated safeguarding officer for your organisation.

5. Family or Private Bookings

Children must be supervised at all times. This includes childrens birthday parties where there must be a minimum of 1 adult per 12 children.

It is the responsibility of the person making the booking to inform us of any medical conditions or disabilities, including behavioural or learning difficulties or dietary requirements which may affect a participants ability to take part in a session.

6. Liabilities

Kelston Adventures cannot accept responsibility for any loss or damage to personal equipment, including clothing, during a session, nor to any vehicle parked on our premises.

Kelston Adventures cannot accept liability for injury to any participant or spectator unless caused through our negligence. All activities are covered by our public liability insurance policy.

Kelston Adventures reserve the right to charge the full replacement or repair costs for any equipment which is damaged due to deliberate misuse by participants.

7. Alcohol, Drugs and Tobacco

Kelston Adventures will not permit anyone to take part in an activity if our staff feel they are unsuitable or unsafe to do so due to consumption of alcohol.

No individual known to have taken any form of illegal drugs, or so called "legal highs" (including NOX) shall be permitted to take part in any of our activities. Anyone believed to have any such items in their possession shall be asked to leave our site immediately.

All areas of the site with the exception of the car park are "No Smoking" areas. This includes e-cigarettes.

8. Catering

Where group catering services are supplied by Kelston Adventures, they shall be provided in line with current Food Hygiene regulations. Kelston Adventures is registered with Bath and North East Somerset Council as a food business.

A full menu shall be agreed either at the time of booking, or at a later date to be agreed between Kelston Adventures and The Customer. Final numbers and any dietary requirements must be confirmed by The Customer no later than 7 days prior to the booking.

Kelston Adventures provide refreshments at our reception area, including hot and cold drinks and “tuck shop” snacks. If group leaders do not wish members of their group to purchase items from this facility they are responsible for managing this with their group members.

9. Photography and Social Media

We may take photographs of sessions for use on promotional materials and social media. Please make it clear at the time of booking if you are not happy for us to do so, or if you would like sight of any photographs before they are published. Please let us know if there are individuals whose photographs cannot be published.