

Booking and Terms

Thank you for booking training or an expedition with Extreme Outdoors. To book and pay, please complete the form on our website, which can be found in our booking section. Below are our terms and conditions, which are designed to be fair to both you as the client and Extreme Outdoors. Please take time to read them, and please ask should you have any questions. All bookings are subject to these terms and conditions.

Booking Fees

All places can only be reserved by us after receiving a completed booking form, available on our website or by an email confirmation, if desired. Full payment for the training or a minimum deposit of £70 is required to confirm your booking. Booking forms should be filled in online with all answers provided accurate. If there are any issues during this process, please reach out by either phone or email.

The balance of the total course fee is payable 8 weeks prior to the commencement of the course. In the event that the balance is not paid we will have the discretion to treat the booking as cancelled by the client and to reallocate the course placement. In the event of cancellation, deposits will be dealt with under our process detailed in the following section.

The whole course fee is required to reserve a place for any booking made within 8 weeks of the start of the course. Please note that we are unable to accept bookings from under 18 year olds unless directly supervised by a parent or guardian.

Client Cancellation

All cancellations must be made in writing via an email. Extreme Outdoors, once notified of the cancellation will endeavour to reallocate the course place(s). In the event of the cancellation being due to COVID19 a full refund will be issued.

In the event that the course is resold prior to the commencement of the course, the client will receive a full refund less 10% of the course fee to cover administration costs. Refunds will only be made after the start date of the course has commenced.

In the event that the course is not resold prior to the commencement of the course, the client will be charged the following cancellation fees:

- 50% of the total paid where cancellation takes place up to 8 weeks prior to the commencement of the course.
- 75% of the total course fee where cancellation takes place less than 8 weeks before the commencement of the course.
- 90% of the total course fee where cancellation takes place within the final 2 weeks before the commencement of the course.

Cancellation By Us

Whilst every attempt is made to ensure that advertised courses actually run, Extreme Outdoors will notify the client of cancellation as soon as practicable where it believes on reasonable grounds that cancellation is necessary due to dangerous and/or unsuitable conditions for the course activity.

Extreme Outdoors shall notify the client of cancellation not less than five days prior to the commencement of the course where numbers as a result of client(s) cancellation failed to reach a workable minimum for the commencement of the course.

In the event of cancellation clients will be offered the choice of a full refund of the course fee paid or another course on different dates, at the client's choice. Cancellation or a rearrangement is always a last resort, with a decision usually being made as part of our duty of care responsibilities, in the event of extreme weather or for other factors based around client safety.