



## BOOKING PROCEDURE

To book your activity and/or accommodation, first telephone the office to check current cost & availability. At this point a provisional booking can be placed, and will be held for 7 days with no obligation.

- When you wish to confirm, please complete our booking form and return it together with your deposits or full payment. The required deposits are as follows.

**Activity Days - £10.00 per person/ per day**  
**Activity Break with Accommodation - £50.00 per person**  
**Canoe/Kayak or Mountain Bike Hire - £5.00 per canoe/kayak/bike per day**  
**Accommodation - £10.00 per room per night**

You can return the booking form & deposit by:-

POST— Black Mountain Activities, Three Cocks, Brecon, Powys LD3 0SD

EMAIL—bookings@blackmountain.co.uk

FAX—01497 847 797

Alternatively, you can complete our online booking form if you are paying by card. Just visit our website [www.blackmountain.co.uk](http://www.blackmountain.co.uk), where you can submit the form online which will be received by us almost immediately.

- Cheques to be made payable to '**Black Mountain Activities Ltd**'. If you wish to pay by Credit/Debit Card, a 2% surcharge will apply to all credit card transactions and 3% for American Express. All Deposits are non-refundable.
- Upon receipt of the booking form and deposit/full payment, you will be sent course details, directions and receipt of payment received. We will also advise you of the date final payment will be due. If you are organising activities for a group, you must ensure that all participants are aware of the terms and conditions, clothing details and directions. If you are booking white water rafting, your group must be made aware of the terms and conditions and alternative activity chosen.
- If you are purchasing a gift voucher, full payment must be sent with the booking form.
- Please ensure that you retain a copy of your booking form and terms & conditions.
- Remember we are only a telephone call away on 01497 847 897 and will be happy to help with any queries you may have.

## TERMS & CONDITIONS

### Payment

- As party organiser, you are responsible for all payments regarding your booking such as deposits, final payments, damage etc.
- Provisional bookings do not hold firm until the required deposits and completed & signed booking form have been received. Please see booking procedures for required deposits. **DEPOSITS ARE NON-REFUNDABLE.**
- We require final payment two weeks before your arrival date. It is advised that you collect all monies from members of the party before your payment date.
- If you have made a booking less than 2 weeks prior to arrival date, full payment is now due.
- If you have paid your deposit by card, your final payment will be automatically taken from the card details given when completing this booking form unless other arrangements have been agreed with Black Mountain Activities staff. A 2% surcharge applies to all credit card transactions. There is no charge on debit cards.
- If you have paid your deposit by cheque, you are required to contact the office on 01497 847 897 to arrange payment by the payment date stated on your confirmation details.

### Cancellations

- In the event of a cancellation of member/s of the party or complete booking, the following charges apply.

More than four weeks prior to course commencement	Loss of deposit only.
Between four & two weeks prior to course commencement	50% of course fee.
Between two & one week prior to course commencement	75% of course fee.
Less than 1 week prior to course commencement	Full payment.

- Whilst every attempt is made to ensure that course actually run, we reserve the right to vary or cancel any course if this should become necessary due to dangerous or unsuitable conditions beyond our control. In the most unlikely event of cancellations by Black Mountain Activities, an alternative activity or course date will be offered.
- White Water Rafting courses are run on a natural river during the winter months only and rely fully on rainfall. If Black Mountain Activities are unable to raft because of unsuitable river conditions. I.e. water levels are too low or too high, your chosen alternative activity will take place.
- Our White Water Kayaking/Canoeing courses are dependant on minimum numbers and water levels. In the event of insufficient numbers or low water levels kayak course may be postponed or cancelled.

### Health & Safety

- Many of the courses offered are physically demanding and you should ensure that you have an adequate level of fitness for the activities you may wish to choose. If you have a medical condition e.g. Heart condition, epilepsy, high blood pressure or you are pregnant etc, you are strongly advised to seek your doctors advice and to inform the centre before booking. Information given is strictly confidential.
- All participants for water-based activities should be water confident if they cannot swim.
- All participants must complete a medical and disclaimer form before taking part in any activities. Any person who does not complete a medical form cannot participate in any activities.
- All course members must comply with safety regulations and instructions given by Black Mountain Activity staff. Should an instructor find that course member/s is/are being disruptive or jeopardizing the safety of other and themselves, that person/s will be asked to leave the course.