

# Terms & Conditions

## Live Life Events

The following terms and conditions will apply in respect of Live Life Events.

### Making Your Booking

A non-refundable deposit of the agreed amount should accompany all bookings. A full list of names of participants should be sent with payment. Payment can be made by cheque, credit/debit card or transferred on line. Balances must be paid in full 4 weeks before the start date of your event. If the booking is made within 4 weeks of the start date, payment must be made in full at the time of booking. Please note that if the final payment is not received by the specified date, Live Life Events reserves the right to treat the booking as a cancellation and administrative charges may apply.

### The Booking Contract

The booking contract is complete when your booking confirmation is sent off. After receipt and acceptance of our confirmation we ask that you check the details carefully as there may be a charge of £10.00 for subsequent changes such as name changes. One cancellation in numbers is free, all subsequent ones will attract a charge of £10.00 in addition to any cancellation costs. (See Price Alteration.) On payment of the balance and subsequent issue of your Live Life Events Information Pack we are unable to alter the itinerary or group size.

### Price Alteration

We reserve the right to alter the cost to allow for any variation in:

- Transportation, including fuel costs
- Yearly rate increases, such as hotel rates increase
- Change of group size – some activities require minimum group size

Notwithstanding the above we will not increase the price less than 28 days before departure. Should the price increase significantly beyond the contractual price we will advise as soon as we can in order that you can decide whether you wish to withdraw without penalty.

### Complaints

In the unlikely event of any complaints relevant to any aspect of Live Life Events, these should in the first instance be made as soon as possible to the Live Life Events Representative if present or Hotel or Activity Provider. If you make a complaint upon return from your Event it must be made in writing to Live Life Events within 10 days of return. If your complaint is received after 15 days after your event, Live Life Events will not be liable for point of complaint.

### If you wish to Cancel your Booking

If you wish to cancel your booking (for one or all persons) you must notify Live Life Events in writing. As this incurs administration costs and we may not be able to resell your booking, cancellation charges will apply on the following scale:

Time before start date	Amount of cancellation shown as a % of total cost of event
More than 28 days	Loss of Deposit
28-15 days	50%
Less than 15 days	100%

### Rights of Refusal

Live Life Events reserves the unconditional right to terminate an event due to unreasonable conduct from you or one of the participants in your booking, which in our opinion is likely to cause distress, damage, danger or annoyance to other customers, employees, property or to any third party. This includes any participant who fails to advise us of a serious medical condition or disability. If you are prevented from continuing your event as a result of termination our responsibility for your event thereupon ceases. Full cancellation charges will apply and we will be under no obligation whatsoever for any refund, compensation or loss you may incur.

### Special Dietary Requests

Any dietary requirements, which you have indicated at the time of booking, will be passed onto the Hotel and Activity Suppliers.

### Medical Conditions

Please inform Live Life Events if you or have any medical condition, which may possibly affect your participation.

### Cancellation by Live Life Events

In the event of cancellation by Live Life Events, all monies paid by you will be refunded to you. If one of your chosen activities is unable to take place due to circumstances beyond our control such as inclement weather, wherever possible, an alternative activity will be arranged. If this is not suitable you will be refunded the activity cost within 7 days of your event or holiday. Compensation payments do not apply to changes caused by reasons of war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, fire, technical problems or similar events beyond our control. This includes rural crisis such as foot and mouth.

### Transfer of Booking

Up to four weeks prior to the date on which the Event commences you may transfer your booking to another participant. Subject to Live Life Events Cancellation Policy you will be liable to pay the full cost of the Event if the new participant to whom you transferred the booking fails to pay for the Event in full. In addition, a Name Change fee of £10.00 is charged for each alteration after the initial free change.

### Liability

Live Life Events will not be liable to compensate you for any damage or loss of enjoyment in respect of your Event if the failure in the enjoyment was your fault, or could not have been reasonably foreseen or avoided by Live Life Events. Nor is Live Life Events liable to compensate you if the failure in your arrangements was the result of the actions of someone unconnected with your arrangements. Live Life Events liability to compensate you for any damage or loss (including both direct and indirect loss of enjoyment) will not in any event be greater than the price paid by you for the Event. If you suffer death or personal injury Live Life Events will only be liable to compensate you if the death or personal injury is a direct result of Live Life Events or an Activity Provider's or instructors negligence.

### Participation

By accepting these terms and conditions you agree to accept the authority and decisions of your Activity Provider and Hotel Management.

### Meaning of Words

**You:** Yourself – the person making the booking and all the participants you are booking on behalf of.

**Event:** Your Event (corporate or otherwise), activity break, activity holiday which you are booking through Live Life Events.

*By signing the following you hereby agree to the terms and conditions above. You are also agreeing on behalf of all persons for whom you are booking on the Event.*

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Print Name

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Clients Signature

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Date