Pembrey Country Park Activity Centre

General Terms and Conditions

1. Acceptance of Terms

By making a booking, attending an activity, or using the facilities of Pembrey Country Park Activity Centre ("the Centre"), participants agree to comply with these Terms and Conditions.

2. Bookings and Payments

1. All bookings are subject to availability.
2. Full payment is required at the time of booking.
3. Group leaders are responsible for ensuring accurate participant numbers, information and overall responsibility of their group.

3. Participant Requirements

1. Participants must follow all instructions always given by Centre staff and or activity signage.
2. Participants must behave in a safe and respectful manner towards staff, visitors, and fellow participants.
3. The Centre reserves the right to refuse participation or remove any individual whose behaviour is considered unsafe, disruptive, abusive, or under the influence of alcohol or drugs.
4. Appropriate clothing and footwear suitable for the activity and weather conditions must be worn.

4. Medical Conditions and Additional Needs

1. Participants must disclose any medical conditions, allergies, injuries, disabilities, or additional support needs that may affect participation.
2. The Centre reserves the right to restrict participation where health or safety may be compromised.
3. Participants remain responsible for carrying any prescribed medication required during activities.
4. Parents, guardians, teachers, or group leaders must ensure that all relevant medical information is provided before participation.

5. Health and Safety

1. Safety is the highest priority of the Centre.
2. All participants must attend safety briefings where required.
3. Participants must wear any safety equipment provided and use it correctly.

4. Failure to follow safety instructions may result in removal from the activity without refund.

6. Risk Acknowledgement

1. Outdoor and adventurous activities involve inherent risks that cannot be completely eliminated.
2. By participating, individuals acknowledge and accept these risks.
3. The Centre will take all reasonable steps to manage and minimise risks in accordance with applicable health and safety legislation.

8. Accident/incidents

All Accident/incidents need to be reported to a member of the team immediately and prior to leaving site.

7. Supervision of Minors

1. School, youth, or organised groups must provide adequate supervision in accordance with the Centre's requirements.
2. Group leaders remain responsible for the behaviour and welfare of participants when not directly engaged in supervised activities.

8. Cancellations and Refunds

By Participants

1. Cancellations made more than 7 days before the activity date, may receive a full refund, less a 10% admin fee.
2. Cancellations made within 7 days, if no alternative dates are suitable within the 7 day prior to your booking, no refund is applicable of the activity.
3. Failure to attend an activity will result in the loss of any fees paid.

By the Centre

1. The Centre reserves the right to cancel, postpone, or amend activities due to weather, operational requirements, safety concerns, insufficient numbers, or circumstances beyond its control.
2. Where possible, alternative dates or activities will be offered.
3. If no suitable alternative can be arranged, a refund may be provided at the Centre's discretion.

9. Weather Conditions

1. Activities may proceed in most weather conditions.
2. Participants should arrive prepared for changing weather.

3. The Centre reserves the right to modify or cancel activities if conditions are considered unsafe.

10. Equipment

1. Equipment provided by the Centre remains the property of the Centre.
2. Participants must take reasonable care of all equipment.
3. Damage caused through misuse, negligence, or deliberate actions may result in charges for repair or replacement.
4. Personal equipment may be inspected before use.

11. Personal Property

1. Participants are responsible for their personal belongings.
2. The Centre accepts no responsibility for loss, theft, or damage to personal property unless caused by its negligence.

12. Photography and Media

1. Photographs and video recordings may be taken for promotional, training, or educational purposes.
2. Participants may opt out of promotional photography by informing Centre staff before activities commence.
3. Personal data and images will be handled in accordance with applicable data protection legislation.

13. Data Protection

1. Personal information collected by the Centre will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
2. Information will only be used for legitimate operational, safety, and administrative purposes.

14. Liability

1. The Centre shall not be liable for injury, loss, or damage arising from failure to follow instructions, misuse of equipment, or deliberate misconduct by participants.
2. Nothing in these Terms and Conditions excludes or limits liability for death or personal injury resulting from negligence or any other liability that cannot be excluded by law.

15. Force Majeure

The Centre shall not be liable for any failure or delay in performing its obligations where such failure is due to circumstances beyond its reasonable control, including severe weather, natural disasters, industrial disputes, public health emergencies, or government restrictions.

16. Complaints

Any complaints should be submitted to the Centre Management as soon as reasonably possible and normally within 28 days of the activity date.

17. Amendments

The Centre reserves the right to amend these Terms and Conditions at any time. The version in force at the time of booking will apply.

18. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.