



Terms & Conditions

1. Brochures and website descriptions and prices.

All descriptions in Blown Away publications, which include all brochures, flyers, posters and website, represent the general idea of what to expect at Blown Away organised experiences and events. All information, prices and claims are correct, to the best of our knowledge, at the time of printing or publishing. We reserve the right to amend the information on prices relating to any of the events or experiences publicised in any of our printed or published material without notice.

2. Supply of events and experiences

Blown Away plan your event or experience in advance of the actual date. Occasionally changes may be made and we reserve the right to do so. This may involve having to reschedule the timing and/or location at short notice caused by factors outwith our control.

3. Payment

An invoice for the full cost of the experience or event will be issued on acceptance of the booking. A deposit of 50% of invoice value is required within 7 days of the invoice date. The balance of the invoice must be paid at least 28 days before the event or experience. Blown Away reserve the right to cancel any booking where full payment has not been received within the terms stated or where payment has defaulted in which case the deposit payment will not be refunded

Where a deposit is paid and the payee cancels the event or experience, the deposit payment will not be refunded.

All Activity Vouchers must be paid in full at the time of purchase.

4. Health, Age, Physical and Size restrictions

Some of our events have certain age, legal, health, physical and size restrictions. Check with the Blown Away office if you have any concerns or queries. Participants are asked to sign a medical declaration of fitness before taking part. If you have any medical conditions which you feel may be of concern please contact the Blown Away office before booking.

5. Availability and Booking a Date

All events and experiences are offered subject to availability and weather conditions on the day. We do not accept provisional bookings. A booking is only considered confirmed when an invoice is issued. Once a booking is confirmed alterations or amendments may not be possible.

6. Safety

All outdoor activity events and experiences involve some degree of personal risk although Blown Away takes every precaution to minimise any perceived level of risk. Blown Away will require all participants to sign an "Undertaking of Personal Responsibility" before being permitted to take part. Blown Away instructors are required to assess a participant's ability to safely take part in an event. Blown Away reserves the right to refuse to allow any person to participate in any event should any supervising instructor deem it necessary on safety grounds. No refund will be available in the unlikely enforcement of this condition.

Blown Away runs a no alcohol, drugs or smoking policy for all our outdoor events.

7. Weather

Blown Away reserves the right to postpone an event or experience due to adverse weather conditions affecting safety or the practicality of the event. In all cases of postponement Blown Away will offer a mutually agreeable new date for the event or experience, vouchers for future use or an alternate activity on the day. No refunds will be available as a result of a postponement.

8. Complaints

In the unlikely event of a complaint arising the events staff will endeavour to correct any problems immediately. If the complaint cannot be resolved immediately please inform Blown Away at the earliest opportunity by writing to our Customer Service Department.

9. Activity Gift Vouchers

All standard vouchers are valid for a period of 12 months from the purchase date. If not used within this period a voucher can, before the original expiry date, be revalidated, once, for a period of 3 months at a cost of £30. If an experience has increased in price the difference in price will also be charged.

Any "Special Offer" vouchers will have any variation in these terms clearly stated on both the offer of sale and the voucher itself.

Gift vouchers will be posted out by Royal Mail 1st Class Recorded Delivery on receipt of cleared funds.

10. Indemnity

Blown Away will ask all participants to sign the following indemnity before being permitted to take part in any event or experience organised by Blown Away:-

"I will keep indemnified Blown Away Experiences, their officials, servants, representatives, agents, owners of equipment and any other persons involved in the event, experience or facility, from and against all actions, claims, damage to equipment, clothing or myself or my co-participants caused by my own negligence. I also confirm that I will pay the first £500 of any damage that I cause due to reckless, careless or negligent actions or behaviour. I confirm that I am not suffering from any illness, condition or disability, permanent, temporary or otherwise, (including the effects of alcohol or drugs), which is likely to affect my capability of controlling or operating any equipment available to me throughout the event."