

# Big Blue Adventures Ltd. Terms and Conditions

## Introduction

We want our customers to feel like they have received the service they deserve and that we have gone that extra mile for them, with safety at the forefront of what we provide. Even in the face of unexpected issues or cancellations, our customers must feel that we have dealt with every case with the utmost care and professionalism. The following terms and conditions are there to protect both the customer and Big Blue Adventures and our wider network. By paying your deposit or balance following our invoice you *are in agreement* with these terms, so please ensure you have read these carefully in advance. For further information please contact us on [hello@explorebigblue.com](mailto:hello@explorebigblue.com).

## Ability to Swim

Customers partaking in water based activities must be of a certain confidence in the water and should be able to swim unaided in any stroke they feel comfortable with for 25 metres. We aren't expecting Olympians, and even a low level of confidence is certainly important. If you can't swim, we advise not choose a water based activity – this is at your own risk if something bad was to happen as a result of this.

## Medical Conditions, Access & Dietary Requirements

All customers must inform Big Blue Adventures in advance if they have any medical conditions, access or dietary requirements. This must happen with as much notice as possible and before the activity or adventure holiday start date, so we can manage effectively and plan an alternative if required and possible. Failure to let Big Blue Adventure or our partners know of any conditions such as the above will be at the customers own risk. Consent forms are sent out before the activity or adventure holiday, and on times on the day of an activity, but please contact us if for some reason you are unable to access one, e-mail us here: [hello@explorebigblue.com](mailto:hello@explorebigblue.com).

## Payments

We accept bank transfers, credit and debit card payments. Card payments may incur an additional % charge. On the day bookings may be payable by cash only with advanced agreement.

We mainly accept 25% or 50% non-refundable deposits in order to help customers secure advanced bookings. Bespoke deposits on a case by case basis may also be available. The full balances must be paid in advance with the following conditions:

- Day Adventures, Open Adventures or Activity only:

All payments must be paid in full 14 days prior to the activity or the customer jeopardises losing their activity date and deposits remain non-refundable. Failure to pay after being notified will result in spaces on a trip being lost with no refund!

- Adventure Holidays, Weekends / Multi Night Bookings (with accommodation):

The full balance must be paid no later than 4 weeks prior to the package start date. A deadline payment date will be provided on the customer's invoice.

Once paid in full this becomes non-refundable, unless the package is cancelled or modified by Big Blue Adventures.

"No refunds are issued for no shows! Big Blue Adventures along with their instructors will call it off if the weather is unsafe. If the weather just turns a bit wet or grey and you don't fancy it anymore, this does not warrant a refund."

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## Cancelled Services

We hate to mess people around, but as we all know things can happen that we can't control; such as bad weather. Where we can we will always offer a viable alternative to avoid customers missing out. Whatever the scenario, if it isn't the customer's fault they will never be expected to pay more. Should Big Blue Adventures have to cancel any of its services due to unforeseen conditions then the customers will know as soon as is possible by phone, text or e-mail. Any decisions to cancel or change a tour will normally be made by 48 hours at the latest prior to the activity. Refunds will be issued on a case by case scenario, if there is no viable alternative or option to reschedule then the customer will receive a refund.

## Group Numbers

A change in group numbers (quantity pax) will likely affect the final invoice balance and cost per person. Please request a new figure and update Big Blue Adventures if your group have a change in numbers, whether that's an increase or decrease. Failure to do so may result in a cancellation or a person, or persons, not being able to participate in the adventure.

## Alcohol Terms & Behaviour

Strict rule – anyone under the influence of alcohol before the activity = NO activity! Save it for after the activity. We won't take anyone out on an adventure who has been drinking before an activity.

Supervised alcohol activities will be included in certain packages with Big Blue Adventures, such as lunch and drink after the activity. However, we must stress that we reserve the right to stop any of our trips because of excessive drinking or dangerous and aggressive behaviour at any stage. It is for the safety of the customers and our staff / business partners. Please remember this always comes first!

Any vomiting or unnecessary cleaning caused by our customers because of drinking alcohol or bad behaviour will result in a non-refundable minimum £25 charge per person.

Damage to property by customers will be dealt with case by case, you are in agreement in these terms and conditions that it is a simple case of 'you break it, you fix it'. Fines will be issued for bad behaviour and damage to property.

## Consent Forms

We send out consent forms in advance or may provide some on the day of the adventures. This is done purely in the interest of everyone's safety on the activities, and so we have the necessary details in the case of an accident or any emergency incidents. They will be sent for completion online or paper based and must be signed and agreed before taking part in an activity.

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## Delays

Unforeseen circumstances may cause delays, such as traffic or a delay at a restaurant we have scheduled in, so please prepare for this when booking connecting services from your Big Blue Adventures trip. We provide day itineraries as a guide only, we will not be held responsible for missing any connecting travel or other services, so please bear this in mind and allow for plenty of time.

Weather conditions may alter activity start and end times do alter and may change slightly from an advertised package. We will communicate this with customers to the best of our abilities, with as much notice as possible if there is a change in start and end times.

## Delays & Being Late

Being late for an agreed element of the Big Blue Adventures package may mean the customer misses out. We can wait for a limited amount of time only, so please ensure the group or yourself as the paying individual are on time to avoid disappointment.

## Customer Data & Marketing

We only contact our customers after an adventure for relative business reasons. Sales and marketing is done with consideration and customers are able to request their data to be removed by e-mailing [hello@explorebigblue.com](mailto:hello@explorebigblue.com), plus there are clear opt-in or opt-out opportunities in our consent forms and marketing newsletters.

Our consent forms highlight use of photo and videos for marketing purposes, please e-mail us if you have any requests not to be used in our future marketing.

Customer data, unless opted in, is deleted from our databases following a maximum period of 12 months. In line with the public interest in the availability of the data, access and the deletion of personal data we store is always available by e-mail request to Big Blue Adventures. Only relevant customer data is provided to our partners in the interest of safety for the activities.

## Customer Confirmation of Terms & Conditions

The group leader, or the sole customer, agree on behalf of all persons within their group attending an agreed Big Blue Adventure trip to adhere to the outlined terms and conditions presented in this document.

(Group leaders you are signing on behalf of each named person on the adventure from your party). By paying your deposit and balance you are already agreeing the terms and conditions within this document.

Signed:

Name:

Date:

## Thank you for your cooperation!