

## Dundreggan Rewilding Centre - Terms and Conditions

When you book your activity and complete payment, you accept these terms and conditions, they form the basis of a contract between Dundreggan Rewilding Centre and yourself.

### Online booking

When purchasing tickets via the online booking system you are responsible for making all payments due. Full payment is required at the time of booking via the payment gateway. Payments will be taken before the confirmation is sent.

An order confirmation is sent to the email address which you provide at the time of making your booking. Contact us if you do not receive your confirmation email within 24 hours.

Please check if your confirmation is correct as soon as you receive it. Contact us immediately if your confirmation is incorrect.

The email confirmation will serve as proof of payment for your entry ticket. Please bring along your booking reference number and order confirmation, either on your mobile phone or a printed copy, for access to your booking.

### Prices

Prices are inclusive of any applicable taxes and there are no surcharges whatsoever. Once you have paid, we will not increase the price of your tickets.

Prices displayed on the site are subject to change without notice.

### Cancellations and refunds

We strongly recommend that participants take out personal travel insurance for additional protection, particularly if they need to make a last-minute cancellation. Please carefully read our cancellation policy. Rarely can we make any exceptions to this. Our team are instructed to follow this policy and rules. So to save any misunderstanding we would be grateful if you can observe the following:

- Cancellations made 8 weeks or more before the start date of the experience will receive a full refund minus a £40 administration charge.
- Cancellations made between 8 and 6 weeks before the start date will receive a 50% refund minus a £40 administration charge.
- No refunds or transfers are available for cancellations made within 6 weeks of the start date.
- Transfers to a different experience are treated the same as cancellations.
- As places are limited, it is very important to notify us of any changes as early as possible.
- If the guest arrives and decides to leave early, the full amount of your reservation will be charged.
- In case of a “no-show”, the total price of the reservation will be charged.
- There is only one way in which we can acknowledge cancellation of the guest’s reservation; the guest MUST send a cancellation request stating the reservation number via email to the following address: [stay@visitdundreggan.co.uk](mailto:stay@visitdundreggan.co.uk)
- All cancellations are confirmed via email immediately after the reservation has been cancelled.

*This does not affect your consumer rights.*

Tickets are non-refundable unless Dundreggan Rewilding Centre is forced to close due to extreme weather conditions or other unprecedented issues.

Examples of such circumstances when we may cancel are as follows:-

- One or more of the persons running the event/activity are unavailable for reasons of sickness or otherwise;
- Viable participant numbers are not achieved for that event/activity;
- Circumstances arise that are outside of our control, e.g. adverse weather, floods, fire.

You will be notified as soon as reasonably practicable if an event/activity is to be cancelled. Where appropriate an alternative date will be offered to you. If no alternative date is offered to you or where none of the alternatives dates offered are convenient for you, we shall refund the amount you have paid for that event/activity in full. We will not be liable for any other expenditure or costs incurred by you as a consequence of such cancellation.

## **Liability**

All persons visiting Dundreggan Rewilding Centre do so entirely at their own risk and we shall incur no liability whatsoever for any damage to the property of or injury to any person howsoever caused.

All persons visiting the Dundreggan Rewilding Centre shall be strictly liable for any damage which they cause to the premises and their contents.

Some of our events and activities require the participants to have a certain level of physical ability, fitness and mobility. Where this is applicable this will be specified on our website. Should you have any concerns whether you are capable of participating in a particular event or activity we advise you to speak to one of our members of staff who can explain what the event or activity will involve.

If you have any known disability that may affect your participation in an event or activity this should be disclosed to us prior to booking so that we can consider whether we are able to accommodate your attendance or participation in that event/activity and what, if any, reasonable adjustments we can to allow you to participate safely. This may include requiring that you are accompanied by another person whilst attending or participating in the event/activity. We may also require confirmation from third parties (e.g. doctors, carers) that you are able to safely attend or participate in that event/activity.

Some of our events and activities involve inherent risks. Where this is the case we will endeavour to set out the risks in the information regarding that event/activity on our website. Where any of our events/activities involve risks it is important that all attendees/participants observe the instructions given to them by the event/activity leaders.

## **Marketing**

We may take photographs and videos at our events/activities for future marketing and training purposes. Participants/attendees (or their parents/legal guardians if the participant is less than 18 years of age) agree to photos and video being taken for these purposes. Where it is possible to identify a participant from a photograph or video concerned (e.g. because the photograph contains a caption identifying the names of the participants, or a video includes a soundtrack where the names of participants are mentioned, or a photograph

or video is stored within our database systems in a way that is linked to the names of the participants) then such photograph or video shall be treated in the same manner as other personal data is dealt with. In this respect please again refer to our privacy policy via the link below regarding how we keep and use personal data:

[visitdungreggan.co.uk/policies](https://visitdungreggan.co.uk/policies)

However where it is not possible to identifying the names of the participants from a photograph or video then such photo or video shall not be dealt with in accordance with our privacy policy.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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Your use of this website and any dispute arising out of such use of the website is subject to Scottish laws.

## **Company and charity registration details**

The Dundreggan Rewilding Centre is the trading name of Trees for Life Enterprises Ltd, registered as a limited company in Scotland (SC463269).

Established by Trees for Life, a registered Scottish charity (SC021303) and a company limited by guarantee (SC143304). Our registered offices are 566 East Whins, The Park, Findhorn Bay, Forres, Moray, IV36 3TH