

REAL WORLD *Riding* – Coaching and Guiding



Terms and Conditions of Bookings

1. RISK

- a. Participants are required to have read, agreed with, and signed the statement of risk before activity can begin.
- b. Participants are advised to take out appropriate travel and personal injury insurance against cancellation, non-attendance, or injury during taking part in mountain biking activity.
- c. Participants are responsible for the safe storage, transport and bike insurance of their own equipment.

2. OUR AMAZING CLIMATE

We live and operate in an amazing climate which has in part produced the wonderful geology of the areas in which we bike and for the vistas around us. Sometimes, however, it doesn't play the game and snows, rains, freezes and drops visibility. None of us can control this, and RWR participants are asked to respect that no-matter what our plans are, they may need to be modified if the weather really doesn't want to play ball.

- a. RWR will run suitable related activity for any booking in any weather. Participants should prepare themselves for everything the climate and mountains can throw at them.
- b. The effect of the weather on the trails, mountains and riders will be taken into account when riding and will form part of the dynamic risk assessment of your coach or guide during activity.
- c. If an activity is modified, even before beginning, due to the weather, RWR will provide related activity to that booked which is suited to the weather and location at hand. Participants wishing to withdraw should consider the cancellation charges at 9b – however discretion may be applied in extreme circumstances with reference to covering costs incurred.

3. THE RIDING

- a. On which trails and sections to ride, or walk, the decision of the coach/guide is to be considered to be the decision of RWR and is final.
- b. Participants must be prepared for the activity they have booked, both mentally and physically.

4. MIXED ACTIVITY – GROUPS

On mixed activity, all participants recognise that their aspirations and needs will be dealt with professionally, but not to the detriment of other participants. In groups whether it be of individuals or with a group booking, there will *always* be compromise – if you want to call the shots 100% of the time then bring like-minded friends on a group booking, or book a 1:1 experience

- a. RWR reserves the right to remove participants from a booking should it be evident that they are not physically or technically able to complete an activity as advertised, and that this affects detrimentally the legitimate expectations of other participants.

- b. Activity, technicality, distance or exposure can only be increased beyond that advertised as long as every participant and the guide/coach agree without duress.

5. EQUIPMENT

- a. Participants will be expected to arrive for activity suitably equipped as advised by RWR at the time of booking. Where this is not the case, and equipment cannot be loaned, then RWR reserves the right to:
 - a.i. Help the participant purchase or hire correct equipment if this is easily available and does not unreasonably impinge on the activity for other participants – this at the participants own cost.
 - a.ii. Remove the participant from the activity – see cancellation below
- b. RWR will not directly hire equipment to participants, but may act as agent to hirers should this be pre-arranged.
- c. Coaches and Guides may, from time to time offer loan of equipment to participants during activity. This will not be considered a hire, but charges may be made for inappropriate use of or damage to RWR property beyond wear and tear (scratches in protective pads are considered wear and tear in this instance)
- d. Participants, unless organised previously and separately will be expected to supply their own suitable, and suitably maintained:
 - d.i. Helmet
 - d.ii. Protective equipment
 - d.iii. Clothing
 - d.iv. Food and water
 - d.v. Bicycle
 - d.vi. Repair kit (as advised at booking)
- e. The suitability of equipment for a booked activity will be determined by the guide/instructor on the day whose decision is final. Failure of this equipment will be the responsibility of the participant
- f. In group bookings, activity may be modified by the coach/guide to suit the equipment of the group.

6. UNDER 18'S

Due to HSE licensing laws work with under 18's is restricted unless the activity provider holds a current AALS licence.

- a. Accompanied under 18's remain the responsibility of their parents, who may or may not ride, but will stay with the coach or group for the duration of the activity
- b. Unaccompanied under 18's are restricted to local and low level non-licensable terrain such as bike parks, skills areas and rural trails. See AALS Website for more details.

7. MEDICAL INFORMATION

We aim to support and encourage anyone who wants to ride a mountainbike, but it's important that participants understand that there are limits to what everyone can do, and that medical conditions can be both 'invisible' and impossible to spot if undisclosed. Within limits your coach or guide can take into account conditions and limitations when planning your activity or advise an alternative activity at booking, but only if you disclose your condition.

- a. RWR reserves the right to cancel bookings (see 9b) for participants who don't disclose medical information as requested at booking, where this information would have resulted in RWR not accepting the booking.

- b. RWR take no responsibility for any injury or illness incurring on an RWR activity as a result of any undisclosed medical or physical ailment or injury.

8. REMOVAL OF PARTICIPANTS

- a. If in any of the sections above a participant is removed from an activity, then RWR reserves the right to cover costs incurred in the activity on that occasion before considering any refund of fees paid in advance.
- b. RWR will always seek to refund clients who act in good faith, but are unable to continue, but as for 5a above will recover costs.
- c. RWR will assist in legitimate claims made against participants own travel insurance

9. CANCELLATION

- a. Full course costs paid to RWR will be returned to participants booked on an activity which is cancelled by RWR
- b. Participants cancelling before the start of an activity will incur the following charges:
 - b.i. 2 weeks before or closer – full charge will be retained
 - b.ii. 4 weeks before or closer – 50% of full charge will be retained
 - b.iii. 6 weeks before or closer – costs incurred by RWR will be retained up to a maximum of 50% of the booking cost
 - b.iv. Over 6 weeks before an event – deposit only

10. COMPLAINTS

Simply put, RWR seeks to provide excellent experiences, and we seek to ensure that where practical and practicable everyone has such an experience. On occasion a difference of opinion may exist, and we ask participants to air these as swiftly as possible to ensure that incomplete explanations or briefings can be corrected, considerations not made can be rectified, and unrealised expectations can be brought to realisation if possible. This is always best done during the activity and with the guide or coach at hand. Rarely is it better to continue on an activity you are not enjoying and then to make a complaint later. You should be treated with respect when bringing an issue to your guide/coach.

- a. Complaints should be fielded to the coach/guide immediately in order that they can modify or explain whatever has brought the complaint about.
- b. In cases where this is not possible or practicable, complaints should be made, ideally by e-mail or in writing as soon as possible to realworldriding@fastmail.net or to RWR, c/o 7 Kellie Place, Alloa, Clacks FK10 2DW.

11. FUN n 'stuff

We can't guarantee it, but we're always seeking it wherever we go. Hard work slogging up mountains is only fun for a 'special' few, for the rest of us it's just hard work, painful and sweaty, but we will endeavour to always make the payoff well worth the investment beforehand. Sometimes just looking back on the achievement of the day is where the fun comes in, and sometimes it's the application of a hard worked for new skill – but split any RWR activity down the middle and you will find four key things imprinted there:

EMPOWERMENT - LEARNING - FUN - ADVENTURE

And whatever happens, your coach or guide will be busting a gut to make sure you tick all four,
Thanks for booking with Real World Riding