

Voucher Terms & Conditions

The parties referred to in this agreement are:

- (i) "Garlands Leisure Ltd" - Garlands Leisure Ltd trading as Garlands Off Road & Corporate Leisure, Mythe Farm, Pinwall Lane, Sheepy Magna, Atherstone, Warwickshire, CV9 3PF
- (ii) "Voucher Purchaser" - The individual, company or other who has purchased the activity voucher
- (iii) "Voucher Recipient" - The individual, company or other who has received the activity voucher
- (iv) "Activity Supplier" - Garlands Leisure Ltd or the Contracted Party used to fulfill a service or activity
- (v) "Website" refers to www.garlandsleisure.co.uk
- (vi) "In Writing" - Includes correspondence by letter, fax and email.

1. Payment Methods

Payment may be made by cash, cheque, card, BACS or internet transfer. Please contact our accounts department for our bank details if you wish to pay by BACS or internet transfer.

2. Order Confirmation

The purchaser will receive a receipted invoice for any vouchers purchased as confirmation of their order.

3. Voucher Delivery

Vouchers may be sent to the purchaser or directly to the recipient. Please choose when you order the vouchers.

Email - Email vouchers are sent to the purchaser on the same day if purchased before 3:00pm on Monday - Friday only excluding Bank Holidays and 24 December to 2 January inclusive. A receipted invoice will be sent to the purchaser by post.

By Post - Posted vouchers incur an additional charge of £3.50 and come in a gift wallet with a full colour brochure.

Gift vouchers are despatched by first class Royal Mail. No liability is accepted for any inconvenience or loss suffered as a result of delayed or lost mail. Please bear in mind last Christmas delivery dates if ordering at this time.

4. Voucher Redemption

Vouchers are valid for until the expiry date printed on the voucher and the activity must be booked to take place on a date before the expiry date. No revalidation of the voucher following the expiry date is available. Each voucher has a unique identification number which must be quoted in order for it to be redeemed. Garlands Leisure Ltd takes no responsibility for any loss which may be incurred as a result of impersonation or identity fraud.

5. Activity Descriptions

The information provided by Garlands Leisure Ltd for each activity is correct at the time of issue. Vouchers for a set amount (pounds sterling) allow the recipient to choose from a variety of activities which may change from time to time. Garlands Leisure Ltd endeavour to give accurate and detailed activity information. However, there may be changes in the activity description between when the voucher is issued and when it is redeemed. The activity description at the time of issue is therefore a guide only and does not form part of the contract. Current activity details are available on our website at any time.

6. Activity Availability

No guarantee can be made as to the availability of the activity on any particular day. We advise voucher holders to book an activity as early as possible and at least 31 days in advance during busy times such as weekends and holidays, although last minute activities may be available. You should not make any arrangements in connection with your activity until you have received a booking confirmation.

7. Activity Session Duration

Activity session durations are approximate and are given as an indication of the time a participant will spend at the venue. Unless otherwise stated, participants will be taking part with other groups or individuals and there may be waiting time involved. Itineraries are provided as a guide only and the running order of an event may be subject to change without notice.

8. Activity Restrictions

Several activities are subject to restrictions including but not exclusively height, age and weight. If the voucher recipient is under the age of 18 the consent of a parent / guardian will be required where under 18's are permitted to take part. We will confirm at the time of booking if any restrictions apply to the participant. If the participant books an activity and does not comply with the restrictions they will not be allowed to take part and will not receive any refund.

9. Driving License

A driving license is not required for any of the activities offered.

10. Activity Venues

Activities offered by Garlands Leisure Ltd take place either at the address above or at a venue within a 30 minute drive. We frequently add to the locations we offer but occasionally may need to withdraw venues. Activity suppliers including Garlands Leisure Ltd have their own terms and conditions and participation in activities is conditional on acceptance of these additional terms and conditions.

11. Activity Amendment / Alteration

Once the voucher has been redeemed the date or time may only be amended once subject to a £10.00 amendment fee provided the event is at least 10 days away.

12. Cancellation

If the participant decides not to partake in any activity for any reason on the day, no refund will be given by Garlands Leisure Ltd. Garlands Leisure Ltd may cancel activities if, for example but not exclusively, bad weather makes any activity unsafe, in which event Garlands Leisure Ltd reserve the right to substitute an activity at short notice. Garlands Leisure Ltd may cancel activities at its sole discretion and will have no liability for any costs incurred by the client. If Garlands Leisure Ltd cancels an activity the voucher recipient will be offered the opportunity to re – book within 6 weeks where an alternative activity is not offered.

13. Refunds

A refund is available within 3 days of the date of purchase without charge. No refunds are available after this time. Refunds are only made to the person who purchased the voucher. Garlands Leisure Ltd vouchers have no actual cash value and cannot be redeemed for a cash value other than as detailed above.

14. Risk & Personal Liability Insurance

Many activities involve an element of risk. Public liability insurance is held by Garlands Leisure Ltd and other activity suppliers in the case of negligence only. Garlands Leisure Ltd accept no responsibility for any loss or damage howsoever arising other than personal injury or death caused by our negligence. We therefore recommend taking out separate personal accident insurance. By booking with Garlands Leisure Ltd you understand that activities may contain an element of risk and that the activity venues have uneven ground which is often wet and slippery.

15. Disclaimers

A disclaimer must be signed for many of the activities offered and failure to sign the disclaimer may result in the activity not being provided. Garlands Leisure Ltd accepts no liability in this circumstance.

16. Complaints

If you have a complaint please let either the booking staff or activity staff know immediately. If the complaint cannot be resolved on the same day please write to our Customer Services Manager at the address above. If we are not immediately informed of a complaint and only receive a complaint in writing after the event we cannot act with full knowledge of the situation and no guarantee to resolve the complaint to the satisfaction of the customer can be made given. In any event liability shall be restricted to the amount of the sale price of the experience.

17. Agreement

This contract shall be governed by English Law and shall be subject to the exclusive jurisdiction of the courts. Any activities booked with Garlands Leisure Ltd are booked in accordance with these Terms and Conditions. Garlands Leisure Ltd reserves the right to amend these terms and conditions without notice to customers. It is the sole responsibility of the voucher purchaser to communicate these Terms and Conditions to voucher recipient.

