



## BOOKING CONDITIONS - THE 'FINE PRINT'

*Adventure can be defined as 'a process or event for which the outcome is somewhat uncertain'. To ensure that your booking is NOT an uncertain process, please read the following few paragraphs.*

### 1. BOOKING CONFIRMATION PROCEDURE

When you call to make a booking, we will register you on our bookings database. We will then send you a booking confirmation email. Please fill out the attached activity application form and bring it with you on the activity to save time on site.

#### PERSONAL DETAILS

Once you have received your booking email, you should reply with the **full names, ages, medical conditions, email** and **contact numbers** of yourself and any people that are coming with you.

*This is so that we can ensure that each person is looked after appropriately throughout the booking process*

### 2. PAYMENT

We accept payment by bank transfer and PayPal so even if it's close to the booking date for your adventure, in most cases, you can still pay before the day. Payments received are held in trust until your adventure is completed.

Please complete your payment as soon as possible. An unpaid booking is not counted as confirmed and may result in your losing your place ahead of other paid bookings

#### EXTRA PEOPLE!

If you have extra people who want to come, even at the last minute, don't worry, just give us a call, we will note their names and if it's too late to complete the booking formally, we'll sign them up on the day.

### 3. TRANSFERS AND CANCELLATIONS

You may transfer your booking before the end of day Wednesday prior to the trip by calling 0413 157 358. Otherwise, payment is non-refundable. Notwithstanding this; if for some reason can't come on the day you might be given a credit transfer to another day. Either way, call me as soon as you can should you not be able to attend.

If you really can't come and don't want to transfer your booking, we accept cancellations, up to the Monday prior to the trip. Cancellations incur an administration fee of 25% of the total activity/course cost. Cancellations inside the stated timeframe will result in forfeit of fees paid. We do not accept email cancellations.

Cancelations are not applicable to third party voucher holders. Vouchers must be booked before their expiry date.

In the unlikely event that WorthWild has to cancel an activity, we will contact you as soon as the decision is made with a view to reschedule your adventure. The above conditions then apply to your new activity date. If, due to extenuating circumstances you cannot reschedule, we may offer you a refund.\*

We reserve the right to vary a trip based on local conditions to ensure the safety of the group. Variations are at the discretion of the Leader and changes will be deemed as normal variations unless the trip is cancelled.

\* not applicable to third party vouchers or offers.

#### 4. THE WEATHER - APPLICABLE TO BRISBANE ADVENTURES ONLY

Light rain or patchy weather is acceptable and does not mean that we will cancel your adventure, but 'set-in' rain, extreme heat or high winds may necessitate that we re-schedule. If the weather forecast is unfavourable and I decide to cancel the trip I will contact you as soon as the decision is made. Please bear in mind that a decision regarding the weather might only be made early in the morning on the day; not prior and will be based on weather conditions at the site of the activity; not those in Brisbane.

WorthWild reserves the right to reschedule an activity due to adverse weather conditions. Should this occur we will contact you to transfer your booking.

#### 5. PHYSICAL FITNESS

It is imperative that you disclose, to WorthWild, any physical condition or illness that may limit or endanger yourself or your fellow clients whilst adventuring with us. Any information that is given in this regard will be treated with the utmost confidence. There is a space on the booking for this information. If the condition is of a highly personal nature, a word in private will suffice. If you do not tell us, it is presumed that you are in good health and are of a level of fitness adequate for the booked activity.

Our activities are suitable for averagely fit people. If you are in doubt as to your ability to fully enjoy your adventure due to your fitness level, please discuss this concern with us when placing your booking and note it in the appropriate field on your booking form for our attention.

#### 6. LIABILITY RELEASE AND ASSUMPTION OF RISK

Please note that there are inherent risks involved in outdoor activities and in partaking in an adventure with us you are exposing yourself to those risks. Some of the risks may include personal injury, loss of your personal property through theft or absent-mindedness or even the possibility that you won't enjoy the day.

Consider the implications of tripping over and spraining an ankle, sustaining bruising or grazing, or being hit by falling debris - like rocks - at the cliff site, sustaining a friction burn from the rope, or in extreme circumstances - falling and sustaining major injuries to your whole body in general. This is not to mention the possibility of being bitten by one of our reptilian friends, stung by bees or wasps or eaten by

mosquitoes. You may get sunburned, dehydrated or exhausted. Any of these things can land you in intensive care.

It has been noted however, that the most dangerous part of a day in the wilderness is the drive there and back!

Please note that we do everything in our power through professional conduct, risk management, high safety standards and having the ability to deal with emergency situations, to reduce and even eliminate the possibility of any thing happening that might ruin your day, but that doesn't make us infallible so we do carry full and comprehensive Public Liability insurance to the tune of 10 million dollars.

Consider the above carefully and if the risk is too great - cancel out! You are required to sign a 'disclaimer' when you place your booking; this then becomes your agreement to accept the possibility of personal risk to yourself as being your responsibility. It goes like this –

*'I understand that there are certain risks involved in adventure based activities such as bushwalking, abseiling, canoeing, rockclimbing and team initiative exercises such as high and low ropes courses & etc, which may result in injury or even death. With this knowledge, to the extent permitted by law, it is my intention by this instrument to exempt and release WorthWild, its management and personnel and all related entities from liability or responsibility whatsoever for personal injury, property damage or wrongful death however caused, including but not limited to the negligence of the released parties, whether passive or active. I have read, understand and agree to this liability release and assumption of risk, and accept the booking conditions as stated.'*

If you have any questions what so ever with these booking conditions just give us a call at the office and set your mind at rest.

See you out there!

A handwritten signature in black ink, appearing to be 'MW', written in a cursive style.

Martin Worth  
DIRECTOR  
WorthWild Pty Ltd