



TERMS AND CONDITIONS

Please read and review these terms and conditions carefully before signing up to one of the events listed.

By registering and attending one of the Duke of Edinburgh's Award events aligned with The Duke of Edinburgh's International Award Aotearoa New Zealand, delivered by Bigfoot Adventures, you have agreed to comply with the terms and conditions outlined below.

EVENT CHANGES

Transferring a participant to another journey

Participants can transfer trips at any time, however, late transfers within 48hrs of the initial trip commencing may incur an admin fee due to amending paperwork and safety form information for instructors/schools, and removing any pre-packed gear hire etc.

Cancellation or postponement by Bigfoot Adventures

Bigfoot Adventures reserves the right to postpone or cancel events due to weather, low registration numbers or other concerns beyond their control. In this instance, all efforts will be made to shift the booking to an alternative date. Refunds will only be available if the participant can demonstrate a complete inability to attend any dates in the following six-month period.

Bigfoot Adventures will aim to give the participant as much notice as possible if an event is cancelled/postponed and make every effort to contact participants to communicate this information. Participants may choose to accept a full refund or have the cost of the booking and any gear hire held in credit for an alternative programme.

Withdrawals by the participant

Withdrawals within the **2 week period** before the event start date, will incur a **30% non-refundable cost**.

Withdrawals within **3 working days** before the event start date will incur a **50% non-refundable cost**.

Withdrawals within **48 hours** before the event start date, or after working days cease prior to the event, for any reason, will incur **full costs, and no refund will be available**.

Withdrawals due to **injury or recommendation from a licensed health professional** may be considered for a partial or full refund on a case by case basis, provided there is available documentation to confirm that a licensed health professional has recommended the withdrawal of the participant from the programme. This documentation should be provided to the Bigfoot Adventures Duke of Edinburgh Coordinator at the earliest opportunity.

GEAR HIRE – CANCELLATIONS OR ADDITIONS

If gear is added or cancelled within 3 days of the trip going out, there will be a \$5 admin fee added to your request to change what is currently packed for the journey and to amend Bigfoot Adventures paperwork.

GEAR HIRE – DAMAGED GOODS

If Bigfoot Adventures hire out goods that are returned in a manner other than what they have been hired at, it is at their discretion to charge a repair or replacement fee relevant to the damage caused and the product hired.

SAFETY MANAGEMENT

Bigfoot Adventures hold public liability insurance and operate as a registered and audited outdoor activities provider. Risks are disclosed to participants both during booking an event and whilst attending the event. All events are run under the policies that exist within Bigfoot Adventures Safety Management System. Whilst not all risk can be eliminated, Bigfoot Adventures will communicate and manage these risks to the best of their ability during Duke of Edinburgh Award events.

Participants must adhere to instructions made by the instructors delivering the event programme to minimise associated risks. Anyone repeatedly not adhering to instructions will be asked to leave the event for their own safety, and that of the group and staff members, when practically possible. Additionally, they may be barred from attending future events. This may be at a cost to the parent/caregiver where transport or added logistics are involved.

Participants that purposefully misuse Bigfoot Adventures equipment and cause damage, may be asked to leave the event when practical, and may be liable to pay for damage incurred to any equipment or vehicle.

Drugs and alcohol are not tolerated on any Bigfoot Adventures events. Any participant exhibiting signs of these will have their parent/caregiver contacted and be asked to leave the event at the parent/caregivers own cost.

Abusive behaviour to staff, other participants or the general public is not tolerated on any Bigfoot Adventures course. Any participant behaving abusively will be asked to leave the event at the parent/caregivers own cost.

Bigfoot Adventures reserves the right to remove any participant from an event at any time. The initial step taken will be to contact their parent/caregiver to arrange their collection. If the participant is not collected as soon as practically possible further action may be taken, such as engaging with the police.

PRIVACY

The content of these event programmes remains the intellectual property of Bigfoot Adventures.

All personal information registered on the EnrolMy website as part of our booking system for Duke of Edinburgh's Award Events is confidential and shall not be shared with anyone that is not the registered account holder via email/phone/in-person.

Through adhering to the Privacy Act 2020, our Duke of Edinburgh Coordinator and other involved Bigfoot Adventures staff are unable to share details of other participants on Duke of Edinburgh's Award Events that your child may/may not be attending.

**If you have any questions or queries about any of the above information,
please email the Bigfoot Adventures Duke of Edinburgh Coordinator -
doe@bigfootadventures.co.nz**

Thank you and we wish you all the best for your Duke of Edinburgh Journey.