

Voucher Purchases & Delivery

All vouchers ordered before the specific cut-off times on a weekday for delivery by Second Class Royal Mail will be dispatched the next working day (excluding bank holidays). We cannot be held liable for any loss suffered as a result of mail being delayed.

The gift voucher is invalid if it has been tampered with or defaced. Cluny Activities accepts no responsibility for lost or stolen gift vouchers. Please keep vouchers in a safe place and protect them as you would money.

Cluny Activities vouchers come in the options of “open value” (which can be used towards any of our instructed activities) or a specific activity voucher, which will be stated on the front of your voucher. Experiences can be booked by visiting www.clunyactivities.co.uk.

Vouchers are valid for 12 months from the date of purchase and cannot be extended.

Booking With a Voucher

‘In-store bought’ gift vouchers must be presented to staff on the day of your booking. We unfortunately cannot provide the experience without the paper voucher. Gift vouchers purchased online must be booked through our website using your unique voucher code. If you have a paper voucher you can call us or email us to book it in.

Voucher Booking and Rebooking Conditions

Once a voucher has been used to secure a booking, that voucher is considered redeemed. Please ensure the date and time selected works for everyone in your group before confirming your booking.

If you are unable to attend your booked session and you notify us within 48 hours of the experience, we will be able to reschedule it for you. We can only reschedule the booked experience once. If you cancel less than 48 hours before your experience, we will not be able to reschedule, and the voucher will be forfeited. This helps us manage instructor time, session capacity, and fairness for all customers.