

Cluny Activities – Terms & Conditions

1. General Terms (Applicable to All Bookings)

a. Alcohol & Drug Policy

No person under the influence of alcohol or drugs will be permitted to take part in any activity. Staff reserve the right to refuse participation if they believe an individual is unfit to take part.

b. Customer Responsibilities

The customer is responsible for reviewing quotations, confirmation notes, and booking details carefully. Any errors must be reported to Cluny Activities within 7 days.

c. Special Requirements

Please inform us at the time of booking of any accessibility or medical requirements so we can accommodate where possible.

d. Pricing

All prices are fixed at the time of booking and will not change.

2. Group Bookings

(Includes parties, corporate groups, stag/hen groups, and larger sessions)

a. Holding Dates & Deposits

Bookings are not confirmed until a deposit has been received.

The deposit amount varies depending on group size but will be at least equivalent to two participants.

b. Deposit Terms

Deposits are non-refundable.

If at least 30 days' notice is provided, deposits may be transferred to a future booking within 3 months.

c. Final Numbers

Final numbers must be confirmed at least 10 days prior to the booking date.

No refunds will be issued for a reduction in numbers. At our discretion, a voucher may be issued to the value of the difference.

d. Additional Guests

Additional attendees on the day will be charged at the agreed per-person rate.

e. Group Booking Cancellations

Refunds (excluding deposits) are as follows:

- 60+ days: Full refund (less deposit)

- 30–59 days: 50% refund (less deposit)
- 29 day or less: no refund

Alternatively, bookings may be transferred to another date (subject to availability).

3. Individual / Small Bookings (Online Bookings)

(Applies to individual or small group bookings made through our online system)

3.1 Arrival & Late Attendance

a. Please arrive at least 10 minutes before your session start time. Sessions begin promptly.

b. A maximum 5-minute grace period is allowed. After this time:

You may join the session at its current point,

The session will still finish at the scheduled time,

Activities cannot be extended or additional instruction provided.

c. If arrival is too late to join safely or without disruption, participation may not be possible.

3.2 Rescheduling

a. Bookings can be rescheduled once if at least 48 hours' notice is provided.

b. Each booking is eligible for one reschedule only.

c. Cancellations made within 48 hours or non-attendance are non-transferable.

3.3 Refund Policy

a. Refunds are only available where Cluny Activities is notified at least **30 days prior** to the scheduled booking date.

b. Requests made within 30 days of the booking date are **non-refundable**.

c. Where eligible, refunds will be processed using the original payment method.

d. As an alternative to a refund, we may offer to reschedule your booking in line with the rescheduling policy above.

4. Vouchers

Please refer to the Voucher Terms & Conditions available on our website.

5. Changes Made by Cluny Activities

5.1 Operational Changes

If we need to amend your booking due to operational reasons or circumstances beyond our control, we will offer an alternative arrangement of equal or greater value. If this is not possible, we will work with you to find a suitable alternative.

5.2 Adverse Weather & Exceptional Circumstances

Activities may be postponed due to:

Extreme or unsafe weather

Government restrictions

Other circumstances beyond our control

In such cases, you will be offered:

The same activity on a new date (within 6 months), or

An alternative activity of equal or greater value

6. Payment Terms & Conditions

a. Full payment—based on agreed rates or confirmed numbers—is required at least 7 days prior to the booking date unless otherwise agreed. Bookings are not guaranteed until payment is received.

b. Any additional purchases made on-site must be paid in full before departure.

c. Payment methods accepted: debit card, credit card, or cash.

d. VAT (20%) is included. VAT will be itemised for company bookings where applicable.

7. Damage & Loss

a. Cluny Activities accepts no responsibility for loss or damage to personal belongings. Customers are responsible for their own property at all times.

b. Any damage caused to facilities, grounds, or equipment by a customer or their party—whether accidental or deliberate—may result in repair or replacement costs being charged.