

The Coasteering Company Ltd
TERMS & CONDITIONS 2021
Bookings policy

Booking Policy

1. It is advisable to make any bookings in advance to avoid disappointment
2. The Coasteering Company Ltd is a mobile activity provider, and will notify you of your session location and start time by email and text message your adventure. This will ensure that you get the best and safest experience on your chosen day.
3. To secure and finalise your booking you must have completed a booking form.
4. All sessions have a two participant minimum. Single bookings are possible and we will do our utmost to facilitate individual customers inclusion in already booked sessions.
5. All clients must disclose any medical issues during the booking process that may impact or prohibit their participation. We are dedicated to working with you to ensure a great session, so please don't withhold any information from us.
6. All bookings must be paid in full at time of booking.
7. All participants, whilst using our equipment, take full responsibility for this equipment, and that it is returned to us in the same condition you received it. Should there be any damage to the equipment beyond wear and tear due to misuse or abuse whilst in your care, you will be liable to pay for any repairs or replacements.
8. The Coasteering Company Ltd will be responsible for the safety and welfare of all participants.
9. The Coasteering Company Ltd will put safety above all other concerns. If we deem any individual or group unfit to participate, or to be a danger to others, then you will be refused participation, or asked to leave and no refund will be given.
10. The Coasteering Company Ltd and its staff will not accept foul or abusive behaviour or language towards staff or others.
11. We will email you confirmation of your session booking alongside these terms and conditions.

Cancellation Policy

1. All monies paid, are non-refundable unless The Coasteering Company Ltd cancel the activity and are unable to rearrange, whereby all monies will be refunded in full.
2. Where best it can, The Coasteering Company Ltd will rearrange any session cancelled by The Coasteering Company Ltd to a suitable time for the client. If no suitable time can be found a full refund will be given.
3. Should you (the client) be unable to attend your activity session The Coasteering Company Ltd will, at its discretion, try to rearrange for another time. If no suitable time can be found no refund will be given.

4. The Coasteering Company Ltd will not cancel as a result of the rain or adverse weather, only if the conditions are deemed detrimental and unsafe.

Complaints Policy

The Coasteering Company Ltd are dedicated to providing the very best session experience and customer service. We are thus committed to effectively, efficiently, and fairly handling all complaints. If you are unhappy with any of our services, any complaint will be treated seriously, investigated thoroughly, and dealt with accordingly.

Customers can make a complaint in writing, email, or by telephone to:

The Coasteering Company Ltd
14 Glendessary Street
Caol
PH33 7BS

info@coasteering.fun

07955487912

The circumstances and results of any complaint are analysed thoroughly by senior management for their implications, and acted upon appropriately so to remove any grounds for complaint in the future by improving the relevant services.