

BOOKING TERMS AND CONDITIONS FOR ADVENTURES AND EXPEDITIONS with Rapid Skills Ltd.

The following terms and conditions are to ensure effective engagement with the participant and Rapid Skills Ltd. Where this document refers to “participant” it means whoever is making the booking with Rapid Skills. Where an individual is booking on behalf of others, the group’s acceptance of these terms and conditions is given through the booking organiser. Activity refers to adventures and expeditions.

These terms and conditions have been written with the intention to be clear and understandable. If you have any trouble understanding the document or have any questions or queries regarding its content, please get in touch.

By booking on to one of our adventures or expeditions with us you agree to the following terms and conditions.

ASSUMPTION OF RISK:

Taking part in paddle sports, safety and rescue training, and outdoor pursuits involves inherent risks which cannot be completely eliminated, even when activities are well managed and appropriate safety measures are in place. By participating in any activity with Rapid Skills, you acknowledge and accept these inherent risks.

You agree to follow all safety instructions given by Rapid Skills staff and to take reasonable responsibility for your own safety and, where appropriate, the safety of other participants. Rapid Skills will take all reasonable precautions to manage risks and to provide activities safely; however, it must be understood that minor injuries may occur as a normal and foreseeable part of these activities.

During the activity, you are responsible for your own personal belongings and vehicles. Rapid Skills accepts no responsibility for loss of or damage to personal belongings during the course or activity.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, or any other liability which cannot be excluded or limited by law.

MEDICAL:

Any medical condition (and/or medication currently being taken) which affects your daily health and may impact on your involvement in the activity must be disclosed at the time of your booking. Should medical information have changed since filling in a booking form this must be updated as soon as possible by contacting us. These conditions include (but are not limited to) heart conditions, breathing issues, joint problems, vision issues, allergies, asthma, spine/back pain, dizziness and any pre-existing or recent injuries/conditions.

PAYMENT OF ADVENTURES AND EXPEDITIONS:

Deposit: A non-refundable deposit is required to secure your booking. Your reservation is only confirmed once the deposit is processed and a confirmation email has been issued.

Balance Payments: Following confirmation, any remaining balance may be paid in instalments or in full at any time, provided the total balance is settled by the final deadline.

Final Payment Deadline: Full payment must be received no later than **8 weeks (56 days)** prior to the scheduled Trip Start Date.

Local Payments: In certain instances, final balances may be payable directly to our in-country suppliers. Specific instructions and payment methods for these transactions will be detailed in your booking confirmation.

FINANCIAL PROTECTION:

In accordance with the UK Package Travel and Linked Travel Arrangements Regulations 2018, all customer payments are held in a secure Trust Account. These funds are only released to Rapid Skills Ltd once your trip has been fully completed. This ensures that in the unlikely event of our insolvency, your money is protected and can be refunded

CANCELLATION FEES

If you need to cancel your booking, cancellation will only be effective from the date written notice is received by email to info@rapidskills.co.uk.

Cancellation charges are applied to reflect the administrative costs, non-recoverable payments, supplier commitments, and loss of opportunity incurred as a result of cancellation. These charges represent a genuine pre-estimate of the losses likely to be suffered and are not intended as a penalty.

Cancellation charges are as follows:

- More than 45 days before the trip start date: **50% of the total trip price**
- 44 days or fewer before the trip start date: **100% of the total trip price**

Where Rapid Skills is able to resell the cancelled place or recover costs from suppliers, we will take this into account and may, at our discretion, refund part of the cancellation charge.

CANCELLATION DUE TO ILLNESS OR INJURY (INCLUDING COVID-19)

If you are unable to attend due to illness, injury, or a positive Covid-19 test, our standard cancellation terms will apply.

Refunds are not guaranteed in these circumstances, as costs may already have been incurred. You are therefore strongly advised to obtain appropriate travel insurance at the time of booking which covers cancellation due to illness or injury.

Nothing in this clause affects your statutory rights.

INSURANCE

We recommend all guests have appropriate travel insurance that protects them for cancellation and Covid-19 as required to entry to countries. We can't advise on insurance, but you'll find lots of information here:

<https://www.moneysavingexpert.com/insurance/uk-travel-insurance/>

You must take out suitable insurance for all your needs before you travel. We cannot be held responsible for any costs you may incur as a result of failing to do so.

Rapid Skills holds industry leading public liability Insurance exceeding the standard required by UK law which covers our worldwide operation. Your travel insurance is in addition to this cover.

If you take part in activities whilst on holiday that have been organised and arranged independently of us, participation is at your own risk, and it is your responsibility to ensure that you have obtained the relevant insurance.

CANCELLATIONS BY US

Minimum numbers

Each trip has a set minimum number, you'll find this on the booking page of your trip. Our trips are normally fully booked, however if we do not reach minimum numbers we may be required to cancel your trip.

If we do not meet the minimum numbers, 2 months before the start of your trip, we will refund all payments made to us. This will be your sole remedy, and we shall not be liable for any additional costs incurred, except where required by law.

If we are required to cancel, we will not be responsible for any costs incurred from travel arrangements, accommodation etc. We recommend that you book flexible travel options and have appropriate travel insurance. Our guides are faced by this same problem, and we are happy to notify you when we book their travel.

ADVERSE WEATHER AND ITINERARY CHANGES

Flexibility and Safety:

With all outdoor trips, we must remain flexible and adaptable. While we strive to adhere to the itinerary provided at the time of booking, we may be required to make minor changes to accommodate local weather conditions. Operating in wilderness environments is weather-dependent; we will monitor conditions leading up to and during the journey. We will not commence or continue a journey if we believe the weather is unsafe or too challenging for the group's ability. In such instances, we will use our local knowledge to seek the best available alternatives to get the group on the water.

Minor Changes and Accommodation:

We will camp in rain or shine. In the unlikely event that camping becomes unsafe, we will arrange bunkhouse or indoor accommodation where possible. Please note that such emergency accommodation may incur an additional cost of approximately **£30 per night**, payable by the participant. Minor changes made for safety or operational reasons do not entitle participants to a refund or rescheduling, provided the trip is substantially performed.

Significant Changes:

While we strive to deliver the itinerary as planned, if we are forced to make a significant change to the main characteristics of your trip (such as a change in destination country, a significant drop in the standard of accommodation, or a change in dates), you will have the choice to:

- Accept the proposed change.
- Book an alternative trip of a similar standard (with a refund for any price difference).
- Cancel your booking and receive a full refund of all money paid.

Cancellation and Curtailment:

If we are required to cancel your trip prior to departure due to unsafe weather, we will offer to reschedule the trip or provide a full refund in accordance with your statutory rights.

If a trip must be curtailed (ended early) due to weather once it has begun, we will make reasonable efforts to provide suitable alternatives or reschedule the remaining portion.

Rapid Skills Ltd is not responsible for any personal costs incurred from independent travel arrangements or external accommodation because of weather-related changes; we strongly recommend flexible travel bookings and comprehensive travel insurance.

TRIP PRICE

We reserve the right to alter the prices of any of the trips shown on our website. You will be advised of the final price of the trip at the point of booking. There will be no increase of the trip price once booked without prior approval from the clients or group.

Prices are subject to currency conversion rates; the final balance payable will be based on the currency conversion rate at the time your final payment.

USAGE OF OWN KIT ON TRIPS:

You are responsible for your own kit and equipment during your trip, any personal losses to kit and equipment will not be reimbursed by Rapid Skills. You are advised to hold your own insurance for equipment loss/damage.

USAGE OF KIT AND EQUIPMENT PROVIDED BY RAPID SKILLS:

Please look after any kit and equipment you are given to use as part of your activity as if it was your own. Should any excessive damages/losses occur out of negligence or lack of care we may seek to recover the cost from either yourself or your group.

OUR WEBSITE AND ADVERTISING

The information contained in our website and advertising material is our responsibility and to the best of our knowledge and belief it is correct at the time of publication. Occasionally errors may occur and information may change and you must therefore check all the details of your travel arrangements at the time of booking.

YOUR RESPONSIBILITIES AND BEHAVIOUR

You are responsible for your own conduct and for ensuring that your behaviour does not adversely affect the safety, enjoyment, or wellbeing of others.

Rapid Skills reserves the right to remove any participant whose behaviour is deemed unsafe, disruptive, or inappropriate, without refund.

While we take reasonable steps to manage group safety, Rapid Skills cannot be held responsible for the unforeseeable actions of other participants, provided reasonable supervision and safety management have been exercised.

TRAVELLING TO YOUR TRIP

We are not responsible for how you arrive at the starting point or trip location. We will provide information regarding how to get there, however it is your responsibility to research and make your own travel arrangements. We are always happy to share our experience and top tips, but this should only be taken as advise and not instruction, choosing to follow this is entirelyly at your own risk.

With your permission we will connect you with other guests joining your trip, to see if you can arrange your travel together. You take full responsibility for your own travel plans.

If you choose to share cars with other guests whilst on a trip, Rapid Skills is in no way responsible for any risk, injury or death occurred through car sharing.

PHOTOS/VIDEOS:

Occasionally, we may take photos/videos for marketing purposes. If you do not wish for this to happen, please make a member of staff aware prior to starting the trip.

FORCE MAJEURE

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure".

Force Majeure means any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or concerned control.

Force Majeure events may also include changes to border controls, travel restrictions, quarantine requirements, public health emergencies, or government travel advisories affecting international travel.

DATA PROTECTION

Rapid Skills processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We collect and process personal data for the purposes of administering bookings, delivering activities, meeting legal obligations, and ensuring participant safety. This may include sensitive personal data such as medical information, which will only be processed with your explicit consent and where necessary for safety purposes.

You have rights under UK GDPR including the right to access, rectify, restrict or erase your personal data. Full details of how we process data and your rights are available upon request.

INTERNATIONAL AND EU TRIPS

Where activities or expeditions take place outside the United Kingdom, Rapid Skills will plan and deliver services in accordance with applicable local laws, regulations, and operational standards in the country of operation.

Safety standards, equipment availability, medical facilities, infrastructure, and emergency response capabilities may differ from those in the UK. By booking an international or EU trip, you acknowledge and accept these differences.

Rapid Skills will exercise reasonable skill and care in selecting local suppliers, guides, and service providers but cannot be held responsible for differences in local standards where reasonable care has been exercised.

PASSPORTS, VISAS, AND ENTRY REQUIREMENTS

It is your responsibility to ensure that you hold a valid passport, visas, permits, vaccinations, and documentation required for entry into the destination country or countries visited during the trip.

Rapid Skills is not responsible for any refusal of entry, delay, or costs incurred due to failure to meet entry or health requirements.

You are responsible for monitoring and complying with all government travel advice, health requirements, and entry restrictions applicable to your destination.

INSURANCE (INTERNATIONAL TRIPS)

For all international and EU trips, you must obtain comprehensive travel insurance prior to departure. Your insurance must, at a minimum, cover:

- Cancellation and curtailment
- Medical treatment and emergency evacuation
- Repatriation
- Participation in adventure or paddle sports activities at the appropriate level

You may be required to provide evidence of suitable insurance before participating in the activity. Failure to do so may result in exclusion from the activity without refund.

Rapid Skills' public liability insurance does not replace your personal travel insurance and does not cover personal medical costs, evacuation, or repatriation.

MEDICAL TREATMENT AND EMERGENCIES ABROAD

In the event of illness or injury during an international or EU trip, you authorise Rapid Skills and its representatives to arrange emergency medical treatment where reasonably necessary.

You acknowledge that medical facilities and emergency response times may differ from those in the UK and accept any associated risks.

Any costs incurred for medical treatment, evacuation, accommodation, or repatriation are your responsibility and should be covered by your travel insurance.

COMPLAINTS

During the trip:

If you have a complaint about any of the services during your adventure or expedition with us, you **must** inform our staff without undue delay.

Formal Written Complaints:

If the issue remains unresolved after being reported during the trip, you must follow up with a formal written complaint within **28 days** of your return date.

- **Email:** info@rapidskills.co.uk

- **Requirements:** Please include your booking reference and all relevant information. This timeline allows us to investigate the matter effectively while memories are fresh and evidence is available.

Our Commitment:

We acknowledge all formal complaints within **3 to 7 working days** and aim to provide a full substantive response within **28 days**. If we are unable to resolve your complaint through our internal procedure, you may refer the matter to an independent Alternative Dispute Resolution (ADR) provider. While we are not members of a specific trade body, we are prepared to engage with a certified ADR entity to reach a fair conclusion for all parties.

LAW AND JURISDICTION

These Booking Terms and Conditions are governed by English Law with any action arising out of it being subject to the exclusive jurisdiction of the courts of England and Wales.

Where activities are delivered outside the United Kingdom, local laws may apply to certain aspects of the activity. Nothing in these terms affects the application of mandatory local consumer protection laws where applicable.

COMPANY DETAILS

All bookings and payments are taken under UK law.

Registered Office is:

RAPID SKILLS LTD.

9 Forum Close, Swindon, Wiltshire, SN3 4BU

Company Registration Number: **17121525**

CONTACT

You can use the following methods to contact us:

- Contact form on our website
- Telephone: +44 7801578395
- Email: info@rapidskills.co.uk

By completing the booking form and payment/deposit, it will be taken that these terms and conditions have been read and agreed.