



A.B.N. 95 002 589 362

69 Cooks Road
Glenworth Valley, NSW, 2250
(02) 4375 1222
adventures@glenworth.com.au
www.glenworth.com.au

General Terms and Conditions

It is a condition of making a booking with us that all participants agree to be bound by and accept our full terms and conditions including our cancellation policy below.

You are hereby warned and agree that entering onto Glenworth Valley, staying onsite and/or participating in any of the activities we provide are inherently dangerous recreational activities pursuant to the Civil Liability Act, 2002. If you choose to do so, you do so entirely at your own risk waiving all rights to claim for personal injuries including damages arising from the negligence of the proprietor.

Activity Cancellation Policy

Please be aware that all our adventure activities are subject to the prevailing weather conditions. As such, customers accept the risk that weather conditions they consider unsatisfactory may occur on the date booked.

1. More than 48 hours prior to the commencement of the activity:

- Bookings may be transferred to another date, activity, person or reissued as an open gift voucher or customer credit without any loss of fees.
- Cancellations and refunds are subject to a \$10 refund processing fee per person.



2. Between 48 hours prior to the commencement of your activity and 3pm the day before your activity:

- Bookings may be transferred to another person without loss of fees.
- Bookings may be transferred to another date or activity however a 50% loss of fees will apply.
- No loss of fees will occur if one additional person is booked in for every one person that transfers to a new date or activity, where the activity booked is equal to or greater in value than the original activity booked.
- Cancellations within this period are subject to a 100% cancellation fee and will not receive a refund.

3. Between 3pm the day before your activity and the commencement time of your activity:

- Bookings may be transferred to another person without loss of fees.
- Transfers to another date or activity will not be accepted.
- Cancellations within this period or no shows are subject to a 100% cancellation fee and will not receive a refund.

4. In the rare event that Glenworth Valley Outdoor Adventures needs to cancel or postpone an activity for any reason, for example but not limited to, extreme weather conditions, safety or minimum numbers not being achieved, bookings may be transferred to another date, activity, person or reissued as a customer credit valid for 12 months without any loss of fees or may be refunded less a \$10 refund processing fee (activities operating on an *in-frequent basis can be refunded upon request at no cost to the customer).

5. This policy applies to all bookings including phone bookings and where a booking is made less than 48 hours prior to the scheduled commencement of the activity.

6. Additional private travel insurance covering cancellations and other potential unforeseen events is strongly recommended.

*Infrequent activities include: Yoga in the Valley, Glenworth Valley Kids Club, School Holiday Horse Riding camps, School holiday Adventure Max camps, Wine and Oyster Tour and Gourmet Picnic Horse Rides.



Wet Weather Advice

Glenworth Valley Outdoor Adventures recommends that if you have any doubts about the weather you should bring your wet weather gear with you or you can purchase disposable raincoats on the day. Please feel free to phone us for updates about onsite weather conditions on (02) 4375 1222.

Requests for an exemption to our cancellation policy may be considered in exceptional circumstances by addressing an email to the Manager at adventures@glenworth.com.au.

Cabin Accommodation Cancellation Policy

1. More than 15 days prior to arrival:

Bookings may be transferred to another person or date without any loss of fees.

Cancelled bookings are refundable less a \$75 cancellation fee.

2. Less than 15 days prior to arrival:

Bookings may be transferred to another person without any loss of fees.

Cancellations within this period are subject to a 100% cancellation fee and will not receive a refund.

If a replacement booking is able to be obtained, bookings may be transferred to another date without any loss of fees, or a refund will be granted less a \$75 cancellation fee.

3. No show / early departure:

Bookings will be considered forfeited and are subject to a 100% loss of fees.

4. Additional travel insurance covering cancellations and other potential unforeseen events is strongly recommended.



Booking Terms & Conditions

For all products and services

- Full payment is required at time of booking via credit card.
- All bookings are subject to our full terms and conditions and cancellation policy.
- We reserve the right to refuse entry to our property and participation in any activities provided by us.
- A 1% credit card processing fee is applicable to all phone bookings and credit card payments made on the day.

Horse Riding

- Minimum age is 7 years for trail rides. (Riders 3-12 years can ride a lead Pony)
- Please be aware that our maximum weight limit may be lower than 110kgs and is subject to variation on a daily basis according to what horses are available for work on that day that you attend.

Lead Ponies

- For ages 3 to 12 Yrs.
- For children aged 3 to 5 yrs, 2 adults are required; one to lead the horse and one to hold the child in position on the horse.
- Up to 4 children can share a lead pony, one at a time, per one hour session.

Kayaking

- Minimum age 7 yrs.
- Children under 15 years of age must be accompanied in a double kayak by an adult on all our tours.
- Minimum of 4 participants for a tour to proceed.
- Kayaking at Glenworth Valley on Popran Creek is tidal and departure times are subject to tide levels.
- Further special conditions for overnight Trips may apply. Please ask for further details at time of booking.



Wine & Oyster Tasting Kayak Tour (Departing Woy Woy)

- Minimum age of 12 years
- Children under 15 years of age must be accompanied in a double kayak by an adult on all our tours.
- Minimum of 4 participants for a tour to proceed.
- Once payment has been received a confirmation email will be sent to advise participants what to wear and bring, where to meet and a copy of our booking terms and conditions.

Quad Biking

- Minimum age 12 yrs.
- Minimum of 4 participants for a tour to proceed on a weekend, or Minimum of 2 participants for a tour to proceed on a weekday.
- Because you are hiring equipment from us, each Quad Bike booking will require a valid credit card number to be provided for security purposes in the event of any damage to the bikes etc (similar to when you hire a car or hotel room).
- Group bookings over 6 people are required to pay a refundable bond (subject to terms and conditions). The bond will be returned less any damage or expenses that may occur.
- Online bookings are made through a secure website and we do not have access to your credit cards. Therefore a consultant will contact you to obtain these details.
- All riders need to pass our assessment test to qualify to go out on our rides. A 50% refund applies to any rider who does not pass our assessment test.

Abseiling

- Minimum age 7 yrs.
- Minimum of 4 participants for a tour to proceed

Laser Skirmish

- Minimum age 7 yrs.
- Minimum of 8 participants for the activity to proceed
- Players under the age of 14 years old must be accompanied by an adult



Adventure Packages

- Participants who do any 2 or more activities on the same or consecutive days as part of an adventure package will receive a 10% discount off the normal purchase price of these activities with a choice of Horse Riding, Quad Biking, Abseiling, Kayaking or Laser Skirmish.
- Adventure package activities cannot be split up between different people.

Gift Vouchers Policy

- This is a voucher only and your activity has not been booked in.
- You will be required to make a booking at least 2 days prior to your chosen activity date.
- Vouchers are valid for twelve (12) months from date of issue unless otherwise stated.
- Vouchers may be transferred to another person or to any of our other activities we offer.
- The voucher must be presented on the day of your activity otherwise you will need to pay for the activity in full.
- Vouchers are not refundable or redeemable for cash.
- Vouchers are only valid for the dollar value shown on the voucher and are subject to additional fees if the current price of the activity exceeds the value of the voucher.
- For Quad Biking, a credit card must be used at the time of booking to secure your ride.
- Vouchers can be extended for up to 3 months beyond the original expiry date for an additional \$30 administration fee per voucher.
- All bookings and activities are subject to our full terms and conditions as shown on our website and elsewhere.



Valley Rewards Program Terms and Conditions

- Card is for the use of the person whose name appears on the card, not accompanying guests. Stamps may only be accumulated by the person named on the card
- Card is to be presented when checking in for your activity
- Card is not to be used at the same time as any other offer
- Card is not transferrable and not redeemable for cash
- Accumulated stamps will not be replaced if card is lost or stolen
- Glenworth Valley's usual booking terms and conditions apply