

Terms and Conditions of Business & Data Protection Statement – Peter Knight t/as Peak Instruction

20/3/2018 v3.0

Peak Instruction – Pete Knight & Associates is an operating name for Pete Knight, a sole trader. Pete can be contacted via the website and the address of the business is:
12 Bowden Crescent, New Mills, Derbyshire. SK224LN.
info@peakinstruction.com
07812038233

1 Payments:

Advance payment for our services can be made via PayPal or BACS (bank) transfer. Our bank details are available on request. Cheques may be used in some circumstances and should be made payable to Peak Instruction.

- 1.1 Bespoke/Tailored private bookings require full payment upfront.
- 1.2 We may accept a deposit for some bookings prior to 28 days in advance of the booking date.
- 1.3 All bookings made less than 28 days in advance of the course/activity date will be required to pay the full value of the course or activity fee at the time of booking.
- 1.4 All on the day costs or remaining fees are payable by cash only. Payment after the event is by prior arrangement only. Invoices are available by post if required and a receipt of payment can be provided.
- 1.5 Open / Public Course bookings must be paid in full at the time of booking.
- 1.6 Bookings are only confirmed once payment and required booking forms have been received by us and we have contacted you with a confirmation of receipt.
- 1.7 **Once payment has been received by us all course members are agreeing to be bound by these terms and conditions, in their entirety.**

2 Cancelled by client:

We understand that circumstances change and that can be unavoidable, but we also believe that we are entitled to fair notice to cancellation; after all, we may have turned down other work for your booking.

- 2.1 Cancellations must be notified to us either in writing or by e-mail.
- 2.2 Cancellations or postponements will incur the following fees:

4 weeks (29 days) or more in advance of booking:	25% course fees
4 weeks (28 days) or less in advance of course:	100% course fees
- 2.3 Postponements will be treated as a cancellation unless by written agreement from us.
- 2.4 Bespoke courses where we have had significant behind the scenes planning will be charged at 100% if cancelled less than 8 weeks in advance of the booking date. We will notify you if this applies when you book.

3 Cancelled by us:

It's good to know where you stand if we are unable to fulfil our end of the deal. A cancellation will always be the absolute last resort. Prevailing weather or 'acts of god' may limit or force us to cancel a course with little notice or even on the day of the course.

- 3.1 Where the weather makes a specific trip or activity unsafe we will offer an alternative activity or trip on the same day.
- 3.2 In the event of a full cancellation by us we will offer you an alternative date or a full refund.
- 3.3 Cancellations on our part, if an alternative date is not possible, will not be charged and any deposit or advanced payment will be returned in full.

4 Cancellations during course:

- 4.1 If at any point during a course, we are not satisfied that we are able to keep group members or staff safe due to actions of some or all of the visiting group members, we reserve the right to cancel the course or booking on the spot. We will use our professional judgement and may remove individuals or entire groups from the course.
- 4.2 All group members will be required to adhere to any safety requirements we set down, without exception and inclusive of any accompanying parent, guardian or leader.
- 4.3 We will also stop the course should we suspect that any member of the group is under the influence of drugs or alcohol.
- 4.4 In the event of a course being stopped there will be no refunds. We will not continue a course that we deem to be unsafe, ever.

5 Miscellaneous:

- 5.1 All clients must complete the relevant booking form. **All under 18's must have a form filled out and signed on their behalf by a parent or legal guardian.**
- 5.2 Non-disclosure of any medical conditions, recent injuries or past surgeries may put you or your child in danger and Peak Instruction accepts no responsibility for injuries or emergencies arising from non-disclosure of conditions or lack of required personal medication.
- 5.3 No transport will be included in the course fees, group members are required to provide their own transport, including to and from venues or meeting places.
- 5.4 All safety equipment will be provided unless stated otherwise.
- 5.5 Should you come to your booking inappropriately dressed or lacking previously agreed equipment or we deem it to be unsafe or unsuitable you will have the option of purchasing the required equipment before the booking continues or leaving. Anyone leaving the course will not receive a refund of the booking fee.
- 5.6 Deliberate damage to equipment will be charged for at the value of a new item or equivalent item of that equipment plus any postage and handling costs. Charges may be made to the individual or, in some cases, the organisation who booked the course.
- 5.7 Special Offers are made in good faith and have no hidden catches. We reserve the right to withdraw an offer at any time without notice. We will use our discretion with regards to area specific offers. All decisions are final.

We do not hold an A.A.L.S. licence and as such do not operate with unaccompanied under 18's. We are able to work with under 18's provided a parent or legally appointed guardian is present. This does not currently include school groups or scout groups. Certain activities fall out of the scope of the A.A.L.S. scheme and may be offered to under 18's.

6 Data

- 6.1 We will never pass your information on to other companies or agencies without your permission.
- 6.2 Please read and understand the Data Protection Statement included at the end of these Terms & Conditions.

7 Risk & Liability

- 7.1 We will do everything in our power to keep groups from harm whilst they are participating in a Peak Instruction led activity. All clients should accept that outdoor activities and the environment they take part in may always present an element of risk. This risk can never be eliminated without destroying the nature of the activity or environment that it takes place in. Please get in touch if you require more information on our risk management process.
- 7.2 All clients must always accept and act on the judgment and instruction of the activity leader/activity instructor. Not to do so may put you in danger and we will not be liable for any injury, death or material loss as a result of choosing not to follow our advice. This includes all pre-course guidance.
- 7.3 All clients booking on a Peak Instruction course or activity are accepting that the activity can always involve personal risk.
- 7.4 All clients are advised to take out personal accident insurance and insurance on their own equipment and belongings. We will not be liable for loss or damage to personal belongings. Please see 'Links' page on www.peakinstruction.com for insurance information.
- 7.5 All clients are advised to consider travel insurance to compensate them in the event that they do not attend or cannot get to an activity or course that they have paid for with Peak Instruction.

Copies of our certificates & insurance can be provided on request.

No variation of these terms and conditions will be accepted unless agreed in writing by Peter Knight.

Disclaimer:

Peak Instruction is dedicated to providing safe and enjoyable adventurous activities and courses. However, the nature of the activities we provide and the locations we use means that risk of personal injury or death may be present despite all efforts made to reduce it and all participants are reminded that a real element of risk may always be present. Participants in activities and parents or legal guardians should be aware of and accept these risks as part of the course and be responsible for their own involvement. All under 18's must be accompanied by a parent or legal guardian unless by written agreement.

By booking onto a Peak Instruction activity or course you are declaring that:

- You and any Under 18's in your party are physically, medically and psychologically capable of undertaking the booked activity.
- You or any Under 18's in your party do not require a translator and can follow instructions in English.
- You take responsibility for your own safety and that of any Under 18's in your party.
- You agree to follow the advice and direction of the instructor at all times.
- You understand that failing to do so may result in injury or death.

Peak Instruction Data Protection Policy

20/03/2018 v2.0

General Data Protection Regulations require Peak Instruction to make clear to its clients how it will use the data it collects as part of its booking process and activity preparation. You can object or withdraw your consent to the use of your personal data at any time. Though in some cases you may not be able to continue to use the services of Peak Instruction or we may be unable to deliver on some aspects of our service as advertised. We will tell you if this is likely to be the case.

What data will Peak Instruction hold on you?

- Any details provided on a booking form – Name, organisation, address, phone and email. Also; medical conditions, next of kin contact details and group details / aims.
- The text or attachments that form part of an email exchange or written exchange between you and a Peak Instruction staff member.
- Any document produced by you for Peak Instruction (e.g. Individual Booking Forms).

What is this data used for?

- For organising the activity booking for which you have contacted us for.
- For informing our instructional team delivering the activity about any medical, behavioural and group aims. Also contact details in case they are needed before you arrive.
- Anything that is required for the organisation or facilitation of your booking as discussed with you by phone or email.
- Peak Instruction will not use or pass on your data to any 3rd party not directly involved with your booking. We will never sell or gift your data to other organisations or individuals. You will not receive cold calls or unsolicited communications from us.

How will this be stored?

- All email correspondence received by Peak Instruction is stored on their personal email provider's system. This may be a private service or online provider like Gmail or Yahoo.
- All paper correspondence and records will be stored in Peak Instruction branded folders or files and this data will be stored in a private and secure site like a home office, locked place of business or other place where a minimum level of domestic home security exists.
- All electronic data, like your contact details or digital booking forms, will be stored on the personal computer of the relevant staff member. They are required to have this data stored in a way that any shared users cannot gain access to it without authorisation. E.g. password protected folder or login.
- Some digital data will be stored in private area of an online facility like Google Drive to enable access to multiple Peak Instruction authorised staff to access it for official business.

How will this data be transferred?

- Data being transported to or from activity locations or administrative sites must be done so in a way that keeps it secure. All physical data or digital storage devices must not be left unattended or passed to individuals without the authority to access this data.
- Outgoing staff are required to transfer all physical Peak Instruction data to an authorised person as soon as possible after leaving their post, but in any case, within 14 days of leaving the post.

- Outgoing staff are required to transfer all digital data to an authorised person as soon as possible and after safe receipt has been confirmed, destroy or delete any copies that remain. This should be done as soon as possible after leaving their post, but in any case, within 14 days of leaving the post.

Who has access to my data?

- Peter Knight & Beth Knight as operators of Peak Instruction.
- Any member of staff directly involved with the delivery or administration of your booking with us.
- The Police, UK Border Agency or any department of HM Government that officially requests it and can produce a legal warrant for such information.

Do I have any responsibilities as a member?

- Yes. Your access to Peak Instruction data should be treated at least as robustly as set out in this document and when taking any Peak instruction data into your own system or that of your organisation, it too should be compliant with all relevant areas of the current GDPR regulations.

Other Points of Note:

- Peak Instruction will never hold bank details for its members although our banking provider may do so.
- Peak Instruction may keep your data on file after you cease being our customer. Peak Instruction will keep physical copies of booking forms and activity planning notes for at least 10 years from the date of booking. After this time, we will physically destroy this data.

RISK ASSESSMENT for data held by Peak Instruction:

If data was obtained illegally or was openly transmitted or made public from the Peak Instruction records:

- It would potentially be enough to identify individuals and their place of work or residence.
- The individual's or organisation's contact details could be used for illegal or unrequested advertising.
- There is no risk of member's details being associated with any banking details as Peak Instruction does not hold that information, but our banking provider may.

General Data Protection Regulations: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr>