



Live the Adventure Ltd
The Old Vicarage Centre
Stottesdon
Kidderminster
Worcs
DY14 8UH

t: 01746 718 436
e: ovac@livetheadventure.co
w: www.livetheadventure.co

Refunds Policy

- Refunds can be made on unused vouchers bought direct from Live the Adventure within 7 days of purchase.
- A refund cannot be given once the booking has been made with Live the Adventure.
- Refunds can only be made to the purchaser and the monies will be refunded directly to the original method of payment.
- Refunds cannot be given on expired, extended or exchanged vouchers.
- Competition prizes or promotional free gifts cannot be refunded.

To request a refund please send your voucher along with a covering letter explaining the reason for your request to Live the Adventure LTD.

Returns

The cost of returning your Voucher for exchange or refund will not be borne by Live the Adventure Ltd and we strongly recommend that a secure delivery service such as Royal Mail Special Delivery (with postal insurance as appropriate) is used as Vouchers cannot be exchanged or refunded until they are received by us.

Validity

The Voucher validity period is generally 12 months from date of purchase unless otherwise stated. Experiences must be booked and undertaken prior to the vouchers expiry date, otherwise the Voucher will be deemed to be invalid and no liability will be accepted by Live the Adventure.

As soon as you place your order your voucher will be on its way to you containing the experience voucher (usually valid for 12 months from date of purchase) and instructions on how to use your voucher.

Delivery

Standard delivery – included in the price of the Voucher – please allow up to 5 working days All vouchers are dispatched on the day you order if we receive your order before 2pm within the UK. Please note that if you place your order after 2pm on Friday, it won't be dispatched from our office until Monday. Please remember to allow extra time for deliveries around special occasions such as Christmas, Valentine's Day, Mother's and Father's Day.

Security

Vouchers are valuable documents and cannot be replaced if they are lost, damaged or stolen and are invalid if altered or tampered with. Live the Adventure Ltd accept no liability in these circumstances.



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Experience descriptions, formats and durations

Experience descriptions, format and timings given on Live the Adventure Ltd websites and in any other literature are only intended to present a general idea of the experience, and shall not be considered binding. In particular, photographs are for illustrative purposes only and do not form part of any contract between you and Live the Adventure. As Live the Adventure offers experiences at a wide number of venues, details such as session lengths, itineraries, equipment used and numbers of participants may vary from location to location. Most experiences will be “open” days meaning that other members of the public will be taking part too. This could mean taking your turn with other members of the public. If delays, curtailments and breakdowns are not within Live the Adventure’s control, we cannot be held liable if these should occur. Please note that we reserve the right to alter any part of the experience. Experiences may occasionally be withdrawn for reasons outside of our control, and Live the Adventure cannot be held liable for any costs incurred as a result of this. Should this occur, you or your recipient will be advised and offered the opportunity to exchange your voucher for one with the same face value. If alternatives are available, no refunds can be offered.

Availability

The recipient is free to book their preferred date within the Voucher validity period. Experiences are subject to availability and, in some cases, may be subject to weather conditions (if your experience is weather dependent we advise telephoning us before you set out to confirm that the event will take place). To avoid disappointment we recommend that customers book well in advance, at least 6-8 weeks for the majority of experiences. We strongly advise that you do not make any travel, accommodation or other arrangements until you have received confirmation of your booking from the experience operator. Once a date has been booked with us your Voucher will be deemed to be used at that point.

Restrictions

Most experiences are subject to restrictions. These could include (but are not limited to) age, height, weight, physical and medical restrictions, and may vary on different experiences so please check before making your booking. It is your responsibility to ensure that you choose an experience appropriate for the intended recipient and it is the responsibility of the recipient to double check that the restrictions are not prohibitive. If you are unsure of the suitability please telephone us and we will be happy to advise you.

V.A.T.

Prices shown include V.A.T when and where applicable.

Despatch

Live the Adventure Ltd cannot be held responsible for any goods damaged in the post or any postal delays.