



Swim Wild T&C for Events

a) **Book a Swim Wild Event:**

To confirm a booking you are required to pay the full amount.

b) **Changes to the Swim Wild Events**

- 1 Swim Wild events need a degree of flexibility due to weather, water Quality and other local conditions that might affect its operation and safety. For this reason, changes to the itinerary are possible. We may make alterations to the event itinerary at anytime. We will always ensure changes have a minimal impact and we will inform you as soon as possible.
- 2 Swimming outdoors heightens the risk of serious injury or harm. The risks of outdoor swimming include (but are not limited to) hypothermia, drowning, sickness from polluted water, injury from wildlife, other swimmers or debris in the water. The 'safety' of locations varies with the weather, the abilities and knowledge of the swimmer and over time – rainfall can dramatically change the safety profile of a swim.

c) **Cancellations Made by you**

- 1 Where a deposit has been paid for an event (day or weekend) There will be no refund on deposit paid.
- 2 Full payment must be paid 6 weeks prior to event .

d) **Non-Attendance/Late Arrival for Swim Wild Events:**

Non-attendance (or late attendance where the event has already left or started and which meant we are unable to accommodate you) on a trip or course means this has been cancelled by you and no refunds will be given.

Once a group has left the meeting location you will not be covered by our insurance or be considered part of our group, even if you are able to locate our group and attempt to join it (you will have missed our safety briefing and swim plan information).

Please ensure you allow plenty of time to arrive and if you have not had any joining details or are unsure where to meet please contact us at least 48 hours before the event starts.

e) Changing the date of your booking:

You may wish to change the date of your booking to the same swim on another date or another swim on a different date. Date changes will be accepted at a minimum 30 plus days from the original date of your event/course at the Company's discretion.

If you choose to cancel your booking you may be able to get a 'goodwill transfer'. Please see section h) below.

f) Goodwill Transfers:

If you make a cancellation 29 days or less from the start of your event as a gesture of goodwill we may offer you a 'last minute availability' transfer. This means we will try to offer you a 'last minute' space on another swim or course, 7 days or less from its start date.

Please contact **angela@swimwildwye.co.uk** or **07811482832**

Goodwill transfers are not possible more than 12 months from the date of the original booking and cannot be rolled-over into the following calendar year.

We will do our best to help, but we cannot guarantee transfers. Please quote your booking number and date of original booking when rebooking a last minute availability space.

Swim Wild will always do its best to ensure your event goes ahead however we do reserve the right to alter your event location, time and / or date if necessary due to reasons beyond our control such as; safety issues, adverse weather conditions, water pollution or extreme circumstances, new dates will be offered but no refunds will be available.

g) Cancellations made by Swim Wild:

If we need to cancel due to extraordinary circumstances beyond our control such as (but not restricted to) extreme weather, natural disasters, water Quality ,medical and other emergencies; we will refund a percentage of your original payment if applicable but offer a good will transfer in the first instance.