



Goode Walks – Terms and Conditions

Please read these Terms and Conditions carefully, which outline the provision of Goode Walks' services.

We want to keep you safe while out walking with Goode Walks

Our aim is for you to have an enjoyable and memorable time while walking with Goode Walks, and at the same time ensuring you are kept safe at all times. We are therefore conscious of risks involved with walking in lowland terrain and woodland in summer conditions, and assess risks on any planned Goode Walks activities. However, by being outdoors and undertaking walking activities, there is some inherent risk involved and a certain level of unavoidable risk of accident and/or injury – such as in going over stiles, lane and road crossings, walking on uneven ground, tree roots, pavement edges etc; as well as the consequences of weather conditions and walking outdoors, such as sunburn, blisters, insect stings. By taking part in Goode Walks' activities as promoted on goodewalks.co.uk you are aware of and accept these inherent risks.

Goode Walks' owner Julian Goode is a Mountain Training qualified Lowland Leader and holds a current Outdoor First Aid qualification. Any other walk leader used by Goode Walks to help run a walk experience will also have those qualifications as a minimum. Julian Goode is also insured for activities as per the scope of the Mountain Training Lowland Leader qualification for Public Liability to £5,000,000 in any one occurrence.

We do require you to take responsibility for your own actions when out walking with Goode Walks; and ask that you follow the guidance and instructions of your walk leader(s) at all times during your time outdoors with us.

Julian Goode as owner, and any other walk leader appointed by Goode Walks, accepts no responsibility for personal accidents or injury or for loss or damage to personal effects unless caused by their negligence as walk leaders on booked activities. We recommend you have personal insurance cover for accident or injury, as well as travel insurance in case of cancellation, as detailed below.

Making you aware of what to expect

On our website the FAQs section covers an array of information about booking procedures and what to expect when out walking with Goode Walks. However, if you have any queries at any time ahead of booking, or after having booked your walk, please contact us using the online contact form, by emailing julian@goodewalks.co.uk or by telephone on 07785 527106.

Age requirements

All participants on walks and courses must be aged 18 years or over, as detailed in the FAQs on the Goode Walks website, unless accompanied by a parent or legal guardian. Anyone participating in an event who is under 18 must be notified in advance to Goode Walks during the pre-booking process, before payment is made.

Tailored walking experiences

All of our Walks as detailed on the Goode Walks website under Guided Walks, Health & Fitness Walks, Wellbeing Walks, Multi-Day Walks, Corporate Walks, Seasonal Walks and elsewhere on an ad hoc basis are tailored and bespoke to the individuals and/or groups booking them. Please read through these sections of the website before enquiring about the walks in question. We will detail the walk against your requirements before you confirm your booking to ensure you have understood its scope and are happy to proceed.

Any walking events that are not bespoke and are bookable in advance on a specified time and date will be clearly identified as such on the Goode Walks website and any third party ticketing functionality used for the purpose.

Goode Walks provides the agreed walking activities only. All participants must make their own travel arrangements to the specified start point for the activity, and book any necessary accommodation themselves at their own cost.

Before you make your final booking and then payment, Goode Walks will ask you to confirm you have read the agreed walk or course outline and that you accept Goode Walks' Terms and Conditions.

You will also be asked to complete a booking registration form, which will include details of any special requirements, and medical conditions.

Booking and payment

Full fees for your Goode Walks activity will be detailed to you at the time of booking. Advance booking and payment are essential. Full payment is due at the time of booking for a Guided Walk, Health & Fitness Walk, Wellbeing Walk, Multi-Day Walk, Corporate Walk, Seasonal Walk and any other ad hoc walking activity detailed on the Goode Walks website; as well as a Navigation Walk map-reading course. An invoice will be sent to you detailing our payment terms as soon as your walk details are confirmed.

The contract between you and Goode Walks will be formed once payment has been received and we have sent you a confirmation email to that effect. You are then bound by Goode Walks' Terms and Conditions.

Please note that any agreement between us will be governed by the laws of England and Wales and, by booking with us, you agree to this and submit to the non-exclusive jurisdiction of the courts of England and Wales.

Adverse weather conditions

The FAQs on our website detail our policy on walking in adverse weather conditions. Goode Walks will conduct walks in all types of weather conditions. Only if the walk leader considers it is unsafe to do so will plans be changed. We reserve the right to change the itinerary or walking routes for safety reasons in poor weather conditions, which will only be done if necessary for the safety of participants. In very extreme circumstances it may be necessary to cancel an event, in which case our cancellation policy will apply.

Rights of admission to Goode Walks activities

We reserve the right to refuse admission to an activity to participants who, in the opinion of the walk leader, are not properly clothed or equipped to enjoy the previously outlined walk in safety, and despite having been sent a kit list in advance of the walk as part of the participant pre-walk information have ignored recommendations therein. We are not responsible for any inconvenience or costs incurred as a result.

We also reserve the right to refuse admission to an activity to participants who, in the opinion of the walk leader, have failed to advise Goode Walks of a medical condition or disability which prevents their full participation in the activity; and any participants we believe may be under the influence of alcohol or drugs.

Dogs on Goode Walks activities

As detailed in the FAQs on the Goode Walks website, we do not accept dogs on our walks and activities unless specifically agreed to by Goode Walks in writing/email in advance.

Goode Walks website

All the content and the information published on the Goode Walks website has been checked and is believed to be correct at the time of publication. Goode Walks reserves the right to make changes to goodewalks.co.uk at any time.

Refunds and Transfers and Cancellations

If you want to try and transfer a booking

If you are unable to attend the walk you have booked for whatever reason and want to rearrange and transfer your booking to another date, agreed by Goode Walks, we will make every effort to accommodate you so long as we receive written or emailed confirmation from the person that made the booking – at least 48 hours ahead of the scheduled activity date. Any such transfer is limited to one free transfer per activity booking. Any subsequent transfers are subject to an additional payment of 50 per cent of the cost of the activity booked.

If you want to cancel your booking

All cancellation requests must be confirmed in writing by email to Goode Walks by the person who made the booking. If you cancel 14 days or less in advance of the walk or activity that you have booked, Goode Walks will be unable to refund any money paid when the booking was made. We will, however, offer you the opportunity to book a walk or activity of the same value on an alternative day, as agreed by Goode Walks, during the subsequent 12 months at no additional charge. Any cancellation refund agreed and made by Goode Walks will be sent to you within 14 days. If you have already transferred your activity booking to a new date, and then wish to cancel that, no refund will be given.

If Goode Walks has to cancel your booking

If Goode Walks has to unfortunately cancel your booking - due to an illness of the walk leader, any Government advice or law, any adverse weather conditions or any other force majeure - then Goode Walks will not be liable for any additional costs or expenses incurred as a result of this, but we will pay you a full refund of your activity booking fee as soon as possible. We will

also offer you a free transfer of your activity to an agreed new date, in case if you prefer to do that in lieu of a refund.

You should read these Terms and Conditions alongside your relevant Goode Walks walk outline as supplied during your booking process, and the booking registration form with health declaration.

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May 2022