

Wildscape Walks

Terms & Conditions

Please carefully review the following Terms and Conditions. By making a booking, you confirm that you have read, understood, and agree to these terms on behalf of yourself and any individuals included in your booking.

Bookings & Payment - Full payment is required at the time of booking, either via card through this website or by direct invoice for bespoke walks.

Walking Abilities - Walk descriptions provide details regarding approximate distance and duration, terrain, and ground conditions. Walking areas include hill, moorland, and lowland terrain. Challenging Walks are clearly indicated at time of booking and suitability is specified. Participants must ensure their fitness and capability match the selected walk. For further guidance, contact us.

Clothing and Equipment - Participants must have appropriate clothing and essential kit suitable for the changeable weather patterns experienced in the UK and also suitable for the varied terrain. Additional clothing items must also be provided by all participants such as additional layers, food, drink and snack, other personal items such as personal medicines or personal medical kits you require. A small rucksack to carry these items. For further guidance, please contact us.

Health and Safety - Wildscape Walks maintains strict standards for all activities in accordance with current conditions. All participants are responsible for complying with established guidelines and must follow all safety instructions. Non-compliance may result in restricted liability for any subsequent outcomes. Additionally, we reserve the right to refuse participation to anyone unable to complete the activity, dressed inappropriately, failing to comply with safety instructions, or whose conduct may compromise group welfare.

Cancellations: Set Walks - Wildscape Walks reserves the right to postpone or cancel walks due to adverse weather or any circumstance posing significant risk. Participants will be notified and offered either a full refund or transfer to an alternate walk. We do not assume responsibility for travel, accommodation, or other expenses incurred should an event be cancelled.

If you cancel your Set walk:

- Cancellations more than 14 days prior to the walk qualify for a full refund (less a 10% administration fee) or transfer, subject to availability.
- Cancellations between 7 and 14 days receive a 50% refund of the total walk fee.
- Cancellations less than 7 days prior, late arrivals, or 'no-shows' are non-refundable.

Requests for transfers are subject to availability.

Cancellations: Bespoke Walks - Wildscape Walks may postpone or cancel bespoke walks due to adverse conditions or risks. Participants will be notified and may opt for a full refund or transfer to another walk. Travel, accommodation, or other expenses will not be reimbursed for cancelled events.

If you cancel your bespoke walk:

- Cancellations more than 14 days in advance qualify for a full refund (minus a 10% administration fee) or transfer, subject to availability.
- Cancellations between 7 and 14 days incur a 50% refund.
- Cancellations less than 7 days prior, late arrivals, or 'no-shows' are non-refundable.

Transfer requests will be considered based on availability.

Insurance - We recommend all customers procure travel and personal insurance appropriate to their needs, such as coverage for cancellation, personal accidents, and personal liability.

Photography - Photography is permitted during walks; please respect fellow participants' privacy. Wildscape Walks may photograph events for promotional use on our website and social media, without sharing identifying details. Participation implies consent; if you prefer not to be photographed, inform us at the walk's start.

Minimum Age Requirement - Walks are available to individuals aged 18 and above. Those aged 16 or 17 must be accompanied by an adult over 18. There is no maximum age restriction.

Dogs – No dogs or other pets are permitted on any portion of our walk. This policy ensures the safety, comfort, and accessibility of all participants, as well as compliance with local regulations along our route. Registered service animals that are specifically trained to aid an individual with a disability are welcome, provided they remain under the owner's control at all times. Emotional support animals do not qualify as service animals under this policy.

Complaints - We strive to deliver an enjoyable experience. If any issues arise, please alert your leader immediately for prompt resolution. If unresolved, submit your complaint via email, and we will investigate and keep you informed throughout the process.

Participant Risk and Health Acknowledgement - By booking and participating, individuals acknowledge that outdoor walking carries inherent risks, including but not limited to weather variability, fitness, terrain, and previous experience. Participation is voluntary, and participants accept responsibility for their actions. Review the walk description to ensure suitability and notify us of any allergies, medical, or physical conditions affecting your ability to participate.