

RURAL STRIDES TERMS & CONDITIONS

All of Rural Strides' guided walks and outdoor courses are referred to as a 'walk' or 'walking'. Participants are referred to as 'walkers' and our guides as 'walk leaders'.

Risk – walking is an adventurous activity with a risk of personal discomfort, accident, injury or even death. The terrain can be uneven, slippery, involve obstacles such as stiles, roads, water crossings and fields of animals. Additionally, the weather may prove challenging. For the above reasons walkers must pay close attention to safety information provided by the walk leader before and during the walk.

Fitness and Experience – The Western Weald is considered a Lowland Area of the UK so is not deemed challenging terrain. For this reason our walks generally require no previous hill-walking experience. However, a reasonable level of fitness and ability is required for scheduled walks as the natural environment can be demanding at times. Private guided walks are entirely designed around your group's specific experience, average fitness levels and preferences for a walk. The walk leader will always strive to adapt walks as much as is reasonably possible to match the fitness and ability of group members through adaptive and dynamic route choice and risk assessments.

Equipment & Clothing – All walkers must have suitable outdoor footwear, preferably walking boots, with sturdy soles, good tread and ankle support. You also need to carry sufficient water, sun and wet weather protection as well as some energy snacks. Some walks will require a packed lunch or additional kit, and we will send you the necessary information upon booking.

Health – Walkers are responsible for their own health. As such it is your responsibility to pass on any relevant information to your walk leader, preferably in advance, but failing that, on the day of the walk. All health information will be treated with confidence. If you have any concerns about sharing this information we suggest you write down your health issues (including any medication) on a piece of paper and place this somewhere easily found about your person / in your bag. In the event of an emergency our walk leader will always look to see if someone is carrying any information / medication that will help better assess the situation. You give your consent that, if you require medical assistance in the case of an emergency, the Rural Strides walk leader may use their best judgement to independently seek out qualified medical assistance, but you accept that it is not the walk leader's duty to do so. You understand and accept that your health always remains your responsibility.

Infectious Diseases (including Covid-19) – to prevent the spread of infectious diseases, such as Covid-19, you must not attend if: you have had a positive Covid-19 test in the previous 10 days, and are still testing positive after Day 5; you have any Covid-19 symptoms. It is your responsibility to check Government guidance and comply with any restrictions where you live. Although walks are outdoors, there is still a low risk of an infectious disease, such as Covid-19, being transmitted within a group. You need to be aware of this risk and you accept that we cannot eliminate this.

Responsibility - Rural Strides accepts no responsibility for your personal accidents, injury or death unless directly caused by the negligence of our walk leaders. Rural Strides accepts no responsibility for any loss of or damage to your personal effects or for your indirect financial loss. Rural Strides liability to you for any reason whatsoever is limited to the cost of your chosen walk. You agree to waive any claim that you may have now or in future against Rural Strides or our walk leader for any injury or any other losses which may arise because of your participation in a Rural Strides walk, except if such liability cannot be excluded by law. Should you be concerned about these risks, we strongly recommend you have adequate personal insurance cover for accident or injury, equipment loss or damage, as well as cancellation.

Payment & Contract - you must pay the full amount for the walk in advance of the walk to secure your booking. We will then send you a confirmation email with the details of your chosen walk. This will form the contract between Rural Strides and you, and any other walkers in your group; and Rural Strides, you and they will then be bound these terms and conditions. Rural Strides Privacy Policy and FAQs are part of our contract. If any portion of the contract is held to be invalid then the balance of the contract will remain valid and enforceable. The contract is governed by English law and the courts of England have exclusive jurisdiction over any disputes that we cannot resolve amicably between us.

Complaints - Rural Strides is committed to making your walk with us as enjoyable and as safe as possible. If for any reason you are not satisfied with something then please bring this to the attention of your walk leader as soon as possible and ideally at the time it occurs. The walk leader will attempt to resolve your concern as far as reasonably possible bearing in mind the walk and group conditions. If resolution is not immediately possible or to your satisfaction then please record your complaint and email it to walk@ruralstrides.co.uk within 4 weeks of the date of your walk. Your complaint should outline in reasonable detail your concern or dissatisfaction, what has been attempted to resolve them and what your preferred resolution would be. Rural Strides will consider your complaint and update you on progress to conclusion.

Cancellations and Refunds Policy

Your cancellation - if you wish to cancel a booked walk, you must request it in writing by email to walk@ruralstrides.co.uk and we will confirm by email. Your accommodation, travel and any other costs are your responsibility. Refunds for your cancellation will only be made as set out below.

Private Guided Walks

We only offer refunds of cancelled private guided walk bookings where the whole booking is cancelled. In the event of cancellation by you, Rural Strides' liability is limited to the cost of your chosen walk only. Refunds are not available at any time for individual drop-outs.

- 30 days or more before the day of your walk - *full refund/credit note*
- 29 - 15 days before the day of your walk - *50% refund/credit note*

- From 14 days before the walk up to the day of the walk; or notification on the day of the walk; or non-attendance of the walk ('no-show') - *No refund/credit note*
- If you have already transferred your booking to a new date and wish to cancel, then there are no refunds or transfers for bookings that have already been transferred
- no refunds will be made after a walk has completed

Scheduled Walks / Courses

Bookings for these walks are all administered through Eventbrite and cancellation/refund conditions will be stated at the time of booking. Normally, cancelled places are non-refundable.

Rural Strides Cancellation - a walk may be cancelled by us at any time prior to the date of the walk due to a number of circumstances including (but not limited to) illness of the walk leader, Government advice / law or adverse weather conditions / forecast. The decision to cancel a walk is at the sole discretion of the walk leader. In the event of cancellation by the walk leader, Rural Strides' liability is limited to the cost of your chosen walk only (less any charges deducted by the booking agent). We strongly recommend you have adequate insurance in case of cancellation. If the event is cancelled by Rural Strides then you will be offered the following compensation options:

- Private guided walk cancellation - A credit note to use against a future private guided walk (redeemable within 12 months)
- Scheduled walk / course - A free transfer onto another scheduled walk advertised on our website (to be selected within 12 months)
- Or, in either case, receive a refund less any charges deducted by the booking agent.

Changes during the walk - The pre-planned route may be subject to change during the walk due to adverse weather conditions; physical changes to the route (e.g. fallen trees, broken fences and so on); pace of the group; fitness and ability levels; accidents or injuries and so on. In extreme circumstances the walk may be terminated. Once the walk has commenced any such changes to the pre-planned walk are deemed to be part of the walk. The decision to change or terminate the walk is at the sole discretion of the walk leader.

Non Participation - The walk leader reserves the right to refuse to include any walker who they consider will be unable to complete the planned activity; is wearing unsuitable clothing or footwear; ignores direct safety instructions from the walk leader; or whose language and/or behaviour, in the reasonable opinion of the walk leader, falls below an acceptable standard or puts others within the group at risk. Additionally, if a walker chooses to leave the organised group at any time during the walk and makes it clear or obvious that they are leaving the organised group, then Rural Strides and the walk leader cease to have any responsibility or liability for that walker with immediate effect.

Age - All walkers must be 18 years or over. Under 18s may attend private guided walks and scheduled walks with a parent or legal guardian under the following

circumstances. In the case of private guided walks we must be informed in advance, so the route can be planned to accommodate children. For scheduled walks under 18s may only join if walks are classified as family-friendly or you have sought permission from Rural Strides in advance by email.

Dogs - You are welcome to bring a well-behaved dog on a private guided walk where you have stated this is a requirement. Scheduled walks information will state if dogs are allowed or not. On all walks dogs must be kept on a non-extendable lead at all times. Your dog will remain your responsibility at all times. Rural Strides cannot accept responsibility for any injury to your dog or any damage caused by it during a walk.

Alcohol & Smoking - We operate a no alcohol and no smoking policy during walks.

Accommodation, Food & Travel - Rural Strides only provides walking activities. Walkers must provide their own travel and accommodation. We strongly recommend you have adequate insurance in case of cancellation.

Photos - Photos and videos are taken on all Rural Strides courses and walks. We never include identifying personal information when we use these images in publicity material. If you do not consent to this please inform your walk leader at the start of the walk.

Availability - all walks are subject to availability.