



## Go-Mann Adventures, Isle of Man – Terms and conditions

### **TO HELP YOU HAVE A GREAT EXPERIENCE AND KEEP YOU SAFE!**

When you are walking, training and touring with Go-Mann Adventures we want you to enjoy your time exploring the Isle of Man with us. We prepare and train hard to provide you with a quality experience. In the FAQs section of our website [www.go-mannadventures.com](http://www.go-mannadventures.com) you will find guidance about our guided walks, skills courses and tours but if anything is unclear or you want further information please contact us directly using the online contact form, e-mail or telephone.

Please read through these sections of the website before enquiring about the availability of places. Before booking you will be asked to confirm you have read the event description, accept these terms and conditions and, if registering for a guided walk or skills course, you will be asked to complete a Registration form. This registration form includes information about special requirements, allergies, injuries and medical conditions including **COVID-19 and COVID-19 symptoms. If you have any of these symptoms or develop them between booking and the event, please contact us and withdraw from the activity.**

On a Go-Mann Adventures guided walk, skills course or tour you will be accompanied at all times by an experienced and qualified walking guide trained and assessed under the Hill and Moorland Leader Award administered by Mountain Training (England), and also trained and assessed by the Guild of Manx Registered Tour Guides as an Isle of Man Blue Badge Guide.

Please follow the guidance and instructions of your guide at all times. This is for your own safety and for that of others in your group. Your guide is qualified in Outdoor First Aid, carries a first aid kit, an emergency group shelter and is trained in emergency procedures.

Go-Mann Adventures holds public liability insurance and a copy of our certificate and policy are available on request.

### **BOOKING AND PAYMENTS**

Advance booking is essential. Please check with us that places are available for your selected event. On confirmation of this the event may be booked. For Guided walks and Skills courses, full payment is due at the time of booking. For bespoke events, corporate bookings and guided tours an advance payment of 30% is payable on booking (or 6 weeks in advance of the event at the latest) with the balance on completion of the event. A booking should not be considered as definite until confirmation has been received from us following payment.

### **BAD WEATHER CONDITIONS**

Go-Mann Adventures walk in all types of weather unless the walk leader considers it is unsafe to do so. We reserve the right to change the itinerary or walking routes for safety reasons in poor weather conditions. In very extreme circumstances it may be necessary to cancel an event, in which case you will

be able to transfer to an equivalent event or receive a full refund. No refunds will be made if you decide not to walk due to weather conditions.

### **PARENTAL, LEGAL GUARDIAN and RESPONSIBLE ADULT RESPONSIBILITY**

For our guided walks and tours there are no minimum age restrictions provided under 18s are accompanied by a parent, legal guardian or responsible adult and the participants are fit and able to do the guided walk chosen. Children under the age of 13 are only accepted by prior agreement on our group walks.

For the Hill Skills course the minimum age is 12. Participants between 12 – 17 must be accompanied by a parent, legal guardian or responsible adult.

For the NNAS Bronze and Silver Navigator courses there is no minimum age, but all participants under 18 must be accompanied by a parent, legal guardian or responsible adult.

For all walks and courses the parent, legal guardian or responsible adult must take full responsibility for and supervise under 18s at all times.

### **RIGHTS OF ADMISSION**

Go-Mann Adventures reserves the right to refuse a booking for participating in our walks, if in our reasonable opinion participation is likely to cause distress, annoyance or damage to those wishing to book themselves, other participants, or to our activity leaders. This includes participants who fail to advise us of a medical condition or disability which prevents their full participation in the walks, and participants whom we believe may be under the influence of alcohol or drugs. It also includes participants who, in the opinion of the walk leader, are not properly clothed or equipped to enjoy the walk in safety. We are not responsible for any inconvenience or costs incurred as a result.

### **DOGS AND OTHER PETS**

We do not accept dogs or other pets on our group walks and activities unless we have agreed to this by prior arrangement and the other participants are comfortable with this. Some routes we use on the Isle of Man exclude dogs at the requirement of the landowner; others may go through livestock. Please get in touch in advance if you wish to bring a pet.

### **WEBSITE ACCURACY**

We believe that this website is accurate. We reserve the right to make changes and update details in it.

### **COMPLAINTS**

If you have a complaint about your walk or event, please notify your organiser on the day and they will do their best to resolve the problem.

Should it not be possible to resolve the issue at that time, you should put your complaint in writing or by e-mail to Andrew Foxon, 39 Droghadfaule Road, Port Erin, Isle of Man, IM9 6EN no later than 28 days after your event. Complaints will be acknowledged within 14 days. All complaints will be thoroughly investigated and you will be kept informed throughout the process.

## **REFUND, TRANSFER and CANCELLATION**

### **TO CHANGE YOUR BOOKING**

If you wish to transfer your booking to another date once it has been paid for and confirmed we will make every effort to accommodate your wishes so long as we receive written or e-mailed confirmation from the person that made the booking. We cannot guarantee however that we will be able to meet your needs.

### **TO CANCEL YOUR BOOKING**

If you or any member of your party needs to cancel the booking of a Guided walk or Skills course, this should be done in writing or by e-mail by the person who made the booking. If you cancel more than 7 days ahead of the walk or event that you have booked, we will offer you the opportunity to re-book for a walk of the same value on an alternative day over the following 12 months for no additional charge. In exceptional circumstances beyond your control we may be able to offer a full refund. If you cancel 7 days or less in advance of the walk or event that you have booked, we will be unable to refund the money that you have paid unless it is COVID-19 related.

### **IF GO-MANN ADVENTURES NEEDS TO CANCEL YOUR BOOKING**

In the unlikely event of Go-Mann Adventures having to cancel your booking, you will be offered either a transfer to another event of the same or higher value or a full refund of money paid. We will not be liable for any additional costs or expenses incurred as a result of this. We usually only cancel walks and events if we consider it would be unsafe due to extreme weather conditions.

## **GENERAL GUIDANCE**

It is at the walk leader's/guide's discretion to change the route of a walk should the weather conditions, or other extraneous circumstances, deem it necessary to change a route.

Walk leaders/guides may refuse to accept participants who in their opinion are inadequately equipped or not able to complete the chosen route.

Please contact in advance if you want advice about appropriate clothing or fitness levels. We'll always try to help!

The Isle of Man is beautiful in sunshine as well as storm and we walk in all types of weather (unless we feel it is unsafe to do so).

Changes may be made to advertised walks at short notice to take account of weather, ground conditions and provide you with a great day out!

## **COVID-19**

If you are experiencing any of the COVID-19 symptoms listed below or have been in contact with someone who is displaying these symptoms, please declare this and withdraw from the activity:

- a temperature of more than 37.8C (100F)
- OR, a new and persistent cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- OR, anosmia – this is the loss of or a change in your normal sense of smell. It can also affect your sense of taste as the two are closely linked
- OR, a new shortness of breath

Instead you should visit <https://covid19.gov.im/> and take the online assessment, and/or call 111 for further information.

**We follow a country walking code.**

**Respect other people:**

- Be considerate to the local community and other people enjoying the outdoors
- Leave gates and property as you find them and follow paths unless wider access to land in public ramblage is available
- Leave livestock, crops and machinery alone
- Use stiles when provided
- Do not damage fences, hedges or walls

**Protect the natural environment:**

- Protect wildlife, plants and trees and do not pick them or take them home
- Leave no trace of your visit and take your litter home
- Keep dogs under effective control
- Guard against all risk of fire
- Keep all water supplies clean

**Enjoy the outdoors:**

- Plan ahead and be prepared
- Follow advice and local signs
- Go carefully on country roads
- Make no unnecessary noise
- Leave only footprints, take only photographs and memories

**Supporting the Environment**

As part of Go-Mann Adventure's commitment to help sustain the biodiversity of the Isle of Man **£1 will be donated from every booked walk** to a charitable **Manx Biodiversity Fund** which is administered by the Trustees of the Manx Museum & National Trust. Go-Mann Adventures is also a partner in **Biosphere Isle of Man**.

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