

Terms and Conditions.

Nobody likes ploughing through legal documents, so we tried to write this as friendly information on how we like to run our company to bring you the best Quad biking experience.

After all our aim is to provide you with fun, not stress.

Bookings and payments.

- Please use our booking system. This is the most convenient way and will ensure that you, and we, have all the necessary information to make the most out of your session. Do not hesitate to contact us if you have any questions or doubts. The best way is to send us an email. We are a growing company, and we spend most of the time out on the farm with our guests. Therefore, we can only answer the phone for a few hours in the evenings.
- To secure your time slot we require full payment on the day of booking. We cannot accept partial payments.
- We will email you a set of waivers; one for each participant. Please sign your waivers online. This will speed up check-in and allow more time for riding the Quads. Make sure each waiver is signed by an adult participant only and not someone booking on their behalf. Signing waivers onsite reduces your ride time, so spare a minute or two to get it done.

Cancelations.

- We understand that 'life happens' and sometimes our guests need to cancel or reschedule. We are happy to cancel up to 5 days before your event and issue full refund. If less than five days we can only offer a refund if we can resell your allocated time slot. (Taking your group around on a quad bike on the day accounts to only about 15% of all the costs and work that goes into organising your event.)
- Quad biking is an outdoor activity, and it is even more fun in muddy and wet conditions. As such we operate even when it is raining. We can provide waterproofs for your protection. However, we check the weather forecast every evening and if we consider it to be unsafe to ride, we will cancel the event and offer you the opportunity to rebook free of charge or give you a full refund.

Late arrivals.

- Please arrive at least 15 minutes before your scheduled time. This is especially important if you are bringing a larger group (4 or more) as the training may take longer. We run several rambles a day and the time is tight between sessions.
- If you arrive late, we will still do everything we can to provide you the best possible experience, but your trek is likely to be shorter to fit into the time remaining. We cannot keep the next group waiting.

- Signing your waivers online will speed up check-in and allow more time for riding the quads. Please make sure each waiver is signed by the adult participant, not by the person doing the booking!

Safety.

Quad biking is a serious motor sport, and we need to follow some guidelines to keep you and your family safe.

- We are unable to offer rides to anyone under the age of 8 year old and do not allow carrying of passengers.
- For booking children, we provide some guidelines. The minimum age for riding the small quad is 8 years old. The minimum height for riding adult quad is 1.5 meters (5ft.). However, children come in various sizes. Some 8 year old may still be too small, and some tall children may not have the physical strength.
Quad biking is a potentially dangerous motor sport activity which requires a level of strength and dexterity. For example, are they capable and would they be comfortable riding a motorised vehicle?
- During the training and the initial part of the trek our experienced instructors will assess the ability of all the participants and may offer a different trek that better suits the groups abilities. In the event of a group member not being able to handle the quadbike safely we reserve the right to cancel the trek for that member and at this stage we are unable to offer a refund.

Weather

- QuadQuest operates in the heart of a working farm and due to our British weather, it can be wet and very muddy. Please remember to wear suitable clothing. Waterproof and warm together these boots and gloves. We watch the weather forecast closely and only reluctantly cancel if severe weather conditions are forecast. We will give you the opportunity to reschedule or offer a full refund.
- In wet conditions we can provide waterproofs at small extra cost. This is an option available at the time of booking. If you purchase this option and don't use them on the day, we will give you a refund.