

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.**

Our aim is to provide you with a **fun, no stress adventure.** Please read carefully to avoid any misunderstandings and disappointments.

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.
- To secure your time slot we require full payment on the day of booking. We are unable to accept partial payments.
- We will email you a set of waivers; one for each participant. Please ensure each participant signs one. This can be done online and will speed up your arrival check-in giving you 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 may reduce your ride time, so spare a minute or two to get it done.
- Please observe the participant's weight limits and do not be offended if asked to step onto the scales. Too much weight can destroy the electric motor of the quad. If a participant is overweight, he/she will not be allowed to take part in the activity. At that stage we cannot offer a refund.

Cancelations.

- We are happy to reschedule, amend or cancel your adventure up to **5 days before the event** and issue full refund.
If less than five days we can only offer a refund if we can resell your allocated time slot.
- Quad biking is an outdoor activity, and it is even more fun in muddy and wet conditions. As such we operate in all weathers including raining. We can provide waterproofs for your protection at small extra cost, or you are welcome to bring your own.
- We check the weather forecast every evening and will only cancel the event if we consider it to be unsafe to ride. We will offer you the opportunity to rebook free of charge or issue 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.
- 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!

- 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.
- The instructor will wait for the group for up to 30 minutes after the scheduled start of your session. If you arrive later, the session will be cancelled. At that stage we cannot issue a refund.

Safety.

We and you need to follow some guidelines to keep you and your group or family safe and avoid disappointment.

- Quad biking is a serious, potentially dangerous motor sport. All participants must be mentally and physically able to take part in the activity. Please consider this carefully before booking.
- The minimum age for riding the adult quad is 15-year-old. The minimum height is 1.5 meters (5ft.). However, please remember that some tall children may not have the physical strength or dexterity to handle the bike safely. If your child does not engage in any sport or outdoor activity, this adventure might not be suitable for them.
- Although the minimum age to ride the small quad is 8-year-old, there may be some children who do not have the required strength or dexterity to control the bike. Would you feel comfortable putting your child in charge of a motorised vehicle?
- Once your session has started, and if a group member, adult or child, is unable to handle the quadbike confidently, we reserve the right to adjust the pace and change the route of the trek accordingly. In some extreme cases the session may be cancelled for that participant or for the whole group. This is entirely at the discretion of the instructor and is relative to safety protocol.
At this stage we are unable to offer a refund.
- We cannot allow carrying of any passengers.

Weather

QuadQuest operates in the heart of a working farm and due to our British weather, it can be wet and very muddy. We offer an outdoor adventures and rain will not prevent us from enjoying the elements.

- We watch the weather forecast closely and only reluctantly cancel if severe weather conditions are forecast. If the latter happens, we will give you the opportunity to reschedule or offer a full refund.
- Please remember to wear suitable clothing. We cannot be held responsible if your clothes or footwear get wet, dirty or damaged.
- In wet conditions we can provide waterproofs at small extra cost.

Mobile phones and other devices

- Use of mobile phones or any other handheld devices is strictly prohibited during the ride.

- You can only take your own photographs during stops if the instructor confirms it is safe to do so. It is however time consuming and is likely to shorten the trek.
- The instructor can take photographs of your group during the session. They will be offered at small extra cost.

Quads

We are taking great care of our quad bikes. They are our most important asset, and we expect our visitors to respect that and do the same.

- Any intentional damage to the quads caused by, for example, deliberately bumping into another quad (yes, we have seen that!), will be charged the full cost of spare parts and repair. The charge will be taken from the debit or credit card used for the booking.

Riding

We are proud ourselves on the safety of our treks. The rules below are provided for the welfare of all participants.

- If during the ride any of the participants does not follow the instructions given during the safety briefing, attempts to overtake or ride in tandem with others, the trek will be stopped, and the instructor will repeat the safety briefing.
- In extreme cases of repeatedly not following the instructions, reckless, dangerous riding or abusive, disrespectful behaviour, the trek may be terminated immediately, and the participants will have to return to the starting point on foot.