



Voucher Terms and Conditions

Voucher

- i. Vouchers are valid for 10 months from the date of sale or until the expiry date stated on the voucher - it will not be possible to redeem the voucher after the expiry date without payment of an additional administration fee.
- ii. All vouchers are only valid for use at Top Events GB locations only
- iii. All vouchers purchased are non refundable once 24 hours have passed from the date of sale
- iv. Any typographical, clerical or other error or omission in any voucher, confirmation or other documentation (including electronic documentation) issued by Top Events Ltd shall be subject to correction without any liability on their part.
- v. You must advise Top Events Ltd within 48 hours of any mistake in your Top Events Activity voucher.

Booking

- i. To book your session please call 07801 711 701 or email enquiries@topevents.gb.com
- ii. Booking Terms and Conditions apply to the booking of any Top Events Ltd activities which contain important information concerning participation
- iii. No variation to the Booking Terms and Conditions shall be binding unless agreed in writing (which includes email) by Top Events Ltd.
- iv. The Booking Terms and Conditions incorporate Top Events Ltd Acknowledgement of Risk and Activity Requirements.
- v. No booking shall be deemed to have been accepted unless confirmed in writing (which includes email) by Top Events Ltd.
- vi. Session dates/times can only be cancelled or changed by the customer within 24 hours of making the booking (participants can be changed at anytime).

Acknowledgement of Risk and Disclaimer

- i. Each participant or if under 16 years, a parent/guardian on their behalf, will be required to sign the Top Events Ltd Acknowledgement of Risk stating that he/she will accept responsibility for the immediate safety, security and behaviour of him/herself and for the immediate supervision, safety, security and behaviour of children in his/her care.

Cancellation of a session

- i. Only Top Events Ltd shall be entitled to cancel a session for any reason once a booking has been made.
- ii. In the event that we decide to cancel a booking we shall use our reasonable endeavours to notify clients as soon as possible.
- iii. Should Top Events have to cancel a session at any time due to the weather or any other circumstance that could affect the health and safety of customers or staff, an alternative session will be arranged at a time suitable to both parties. Full refunds are not available.
- iv. Rebooking following cancellation by Top Events must be made by the client within 28 days from the date of the original cancelled activity. This is the client's responsibility.

Activity Requirements

- i. Activity Requirements - anyone who does not meet these requirements will not be allowed to undertake the chosen activity.

To enquire, book or for more information
call 07801 711 701/01462 490 269
email enquiries@topevents.gb.com
visit www.topevents.gb.com



All Activities

- children under 16 years must be accompanied by an adult on site
- anyone suffering serious health issues including but not limited to neck, arm, back or shoulder problems
- maximum age 65 years
- no pregnant women

Ropes Course

- All levels
 - i. maximum weight 114kg (18st)
- Lower levels
 - i. minimum age 6 years & minimum height 1m
 - ii. children between 6 and 8 years must be accompanied/assisted by an adult not participating on the ropes course
- Middle levels
 - i. minimum age 8 years & minimum height 1.2m
- Upper levels
 - i. minimum height 1.4m

Segway

- minimum age 10 years
- minimum weight 36kg (6st) & maximum weight 114kg (18st)
- minimum height 1.4m & maximum height 2.01m

Climbing Wall

- minimum age 4 years
- maximum weight 114kg (18st)

Target Archery

- minimum age 6 years

Laser Clay Pigeon and Air Gun Shooting

- minimum age 10 years

Axe Throwing

- minimum age 16 years

Target Paintball

- minimum age 6 yrs

- ii. It is your responsibility to ensure that the intended recipient meets these requirements when purchasing a voucher.
- iii. All Clients will be required to wear safety equipment provided by Top Events Ltd and fitted by an instructor.
- viii. All Clients should be reasonably fit and healthy. The activities may be physically demanding and require varying degrees of agility, strength and stamina. If clients have medical concerns they are advised to consult their Doctor in advance. All clients will be required to certify that they do not have a medical condition which might be made worse by participating in an activity with Top Events GB Ltd or which might increase the chance of me being involved in an accident or incident, resulting in injury to themselves or others eg. heart condition, epilepsy, back or neck problems. Due to the physical nature of the activities Top Events recommends that pregnant women do not take part. Clients with a disability should contact Top Events Ltd in advance to discuss the possibility of safe participation.
- ix. No refunds or compensation will be payable by Top Events should the Client decide not to participate or complete the activities for any reason.

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