



# Terms & Conditions

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In this document the following expressions mean:

- The Business – Stansted Ventures Ltd trading as 'Segway Unleashed'
- The Customer – participant in Segway Activity

The Segway season operates between Feb/March and October/November each year.

Customer participating in Segway Experience must agree to the terms and conditions set out by the business prior to participation and payment

The customer cannot participate in a Segway experience if they are:-

- pregnant
- suffering from high blood pressure, any heart condition or epilepsy
- suffering from, or have ever had, any back or neck problems
- under the influence of alcohol or drugs
- have existing medical conditions that may be aggravated in the event of fall etc.
- undergoing medical treatment or have had an operation within the past twelve months
- Less than 10 years old (Parental consent is required up to the age of 16)
- exceeding 189 stone or below 5.5 stone
- IF the rider is less than 4ft 7" in height or more than 6ft 7" in height

The business judgment of customer weight/height (or any other restrictions) is final and may be decided upon by Adventure Leisure & Events Limited staff on the day of the ride.

If you suffer from any other conditions and are in doubt about your participation, please contact Segway Unleashed to discuss your condition.

All Segway experiences must be paid in full at the time of purchase. We do not allow participation without full payment.

On making your booking with Segway Unleashed (this includes booking a time slot and paying Segway Unleashed, or redeeming a gift company or Segway Unleashed voucher with us) please be aware that this booking is binding and final.

Cancellations or amendments can be made to your booking free of charge, providing the requested changes are made to us at least 14 days prior to the booking date. Changes requested with less than 14 days' notice prior to the booking date are charged at £15/participant.

For refunds, you have the right to return any goods bought directly from Segway Unleashed within seven days of receipt and a refund will be paid - minus the booking fee of £5/participant. For refunds from 3<sup>rd</sup> party companies (Groupon, Wowcher etc.) must be issued and agreed with the supplying company. We are unable to offer refunds for any vouchers sold by others. All refunds will be made to the person who purchased the voucher/time slot. To request a refund you MUST email or call so we can register the date of your claim.

There are no refunds available from seven days after booking - this is in relation to direct bookings through Segway Unleashed.



Segway Unleashed do not accept any liability for costs relating to pre-booked accommodation or transport under any circumstances. All participants are required to sign a waiver (disclaimer) this must be signed in front of our staff before you can ride the Segway. False information could affect the safety and security of the staff and customer and invalidate insurance.

It is the customers' responsibility to arrive at the Segway Unleashed site at the specified date and time. Failure to do so may invalidate your booking.

Segway Unleashed reserves the right to cancel operations or bookings for any reason which may affect the safety and security of the customer or staff. Up to and including date of booking.

Segway activity is subject to weather conditions and is most commonly affected by heavy rainfall, high or gale force winds or waterlogging onsite. Segway Unleashed will do their utmost to inform customers of cancellations and reschedule bookings. If a customer is in any doubt about the weather conditions please contact Segway Unleashed using the contact number received on the confirmation email at the time of booking.

Segway Unleashed is not responsible for any damage or loss to customer property at the site.

#### **ACTIVITY CANCELLATION BY SEGWAY UNLEASHED AND REBOOKING**

In the unfortunate event that your experience is cancelled by Segway Unleashed, the company will do it's utmost to contact you as soon as possible to prevent you from making the journey to the activity site and notify you of the change of schedule/cancellation. Please be aware that cancellation notifications can occur at any point, including the day of your event. If we can inform customers well in advance of cancellations we will do so, however it is often the case we must inspect the site on the day of an event before deciding; this inspection may happen only an hour or so before we are due to run. Please also be aware that (as has been the case in the past) we may have to cancel events during sessions or later in a scheduled day due to unpredictable weather, track deterioration, injury or other circumstances out of our control.

If the decision is taken to cancel the event on the day of your activity generally after staff arrive at site (due to unforeseen problems like water logging, unexpected damage/theft of equipment, serious incident etc.) and you have already left for your scheduled activity and/or arrived at site, Segway Unleashed will not compensate for journey/mileage and/or additional expenses incurred by the customer. Cancellations are generally caused by:

- Bad Weather
- Injury/Illness to staff
- Serious injury or incident onsite
- Damage to equipment/site
- Unforeseen Circumstances

**In the event of cancellation every effort will be made to notify you in good time using the contact details you have provided us with at the time of booking.** If these details are incorrect or you are un-contactable then the company cannot be held responsible for lack of contact. A cancellation notification will also be placed on the Segway Unleashed contact number provided to you on booking.

In the event of cancellation, the experience you have booked will still be valid with Segway Unleashed for the remainder of that season and rebooking must be made within 1-month of cancellation. Rebooking's attempted after 1 month of the cancellation of your experience will be invalid and non-refundable.



If the customer is unable to rebook on a suggested or available days a refund will be offered during the 1-month rebooking period but not thereafter (direct Segway Unleashed customers only – third party voucher holders will need to take up refunds with their issuing company).

### **Special Offer / Peak Time Vouchers**

From time to time, Segway Unleashed and its associate marketing companies 'Gift Companies' will offer Segway experiences at a reduced rate from our standard price list known as 'Special Offers'.

All vouchers sold on behalf of Segway Unleashed have their own terms and conditions which you must make yourself fully aware of before and after purchase. Special offer vouchers generally have T&C's that offer riders some or all the following:

- Voucher can only be redeemed on a weekday (Mon-Fri) or selected days/times
- Segway sessions will have a maximum number of people per session which will possibly exceed the number of Segways available meaning participants will 'share' equipment on an equal level during the session.
- Time slots will not be changeable or transferable

A peak time/full price voucher is a voucher/booking that has not been discounted, has been privately booked and arranged directly with Segway Unleashed, or has been sold via associate marketing companies under instruction and clearly marked as a 'full price/peak time' voucher. Peak Time vouchers generally have T&C's that may offer riders some or all the following:

- Voucher can only be redeemed on all days, including weekends.
- Time slots will have more scope to be changed, extended, moved if possible and agreed by Segway Unleashed who will have the ultimate and final decision in such matters.

As noted above, all vouchers come with their own T&C's which will be made clear to you at the time of purchase and may differ from options stated above. Voucher sold via 3<sup>rd</sup> Party companies are subject to these T&C's however we cannot take responsibility for 3<sup>rd</sup> party information but do work closely with 3<sup>rd</sup> party companies to ensure they offer customers a full and proper description of our product/experience.

Please note that due to the nature of the business, Segway Unleashed can only run at certain times of the year, and our dates and time slots are set to allow maximum occupancy throughout the season. Spaces/slots are booked on a first come first served basis and are subject to availability. We will always endeavour to offer slots in advance allowing customers ample time to book a session/slot and the responsibility of booking a voucher falls directly with the customer and no responsibility for lack of availability can be accepted in the event of customers not booking their experience within a reasonable time frame.