

MAKING A BOOKING

Thank you for making a booking for your Adventure through our booking system Viking. If you cant find a date or activity you are looking for then drop us a line! Your adventure will need to be fully paid prior to your activity.

CANCELLATION BY YOU

We know that sometimes plans change and you may be required to reschedule an adventure with us. That's cool and we can re schedule your session (we will send you a link) or we can offer a credit note (most people prefer this) or refund you.

Time Before Activity

Up to 15 days | 100% Refund

14 days to 8 days | 50% Refund

Less than 7 days | 0% Refund

CHANGES OR CANCELLATION BY US

Sometimes but not very often we may need to cancel a session or reschedule, this maybe due to weather (we do live in the highlands). If this does happen we will do our utmost to reschedule or refund you. We offer a voucher system that you can use again and we also don't mind if you would like to offer this to a friend or family member.

WEATHER

Adventuring in the highlands we do see a lot of great weather and sometimes challenging weather. Our instructors know the area very well and we do our best to find a suitable venue. If this isn't possible we will reschedule your session or if needed a refund. We will do our best to let you know 24 hours prior to any session.

PADDLEBOARDING VENUE

We are lucky to live in such an incredible area and we have lots of options to adventure! We will always use a suitable venue for the activity and level of adventurer.

INSURANCE & LIABILITY

Roam West Adventure instructor and guide team are knowledgeable, experienced and will always prioritise your safety. Roam West Adventure will not accept liability for personal injury sustained by participants that happen as a result of participants not following the' instructions. We have Public Liability insurance and personal insurance is optional.

CLIENT SAFETY

We ask that you will always follow our instructor and guides instruction while on and off the water during your session, we reserve the right to exclude them from the session and do not accept any responsibility for any liability, loss expenses or damages arising because of their failure to comply.

PAR Q FORM

Roam West Adventure Par Q forms are required to be completed prior to getting out on an adventure with us. Cant swim, no problem, we ask that you are water confident and let us know prior to coming along. We supply suitable PFDs for all water activities (not wild swimming).

PREGNANCY

Pregnant women can partake in SUP activities. They must have a doctors or Health Practitioners written approval before partaking on sessions. They must also be aware of the dangers (falling on board on stomach, etc injury to unborn) and they must consent they are fit and healthy and can partake in the activities. It is also recommended pregnant women are experienced paddlers only.

PROPERTY

Your Property

We cannot store phones, wallets or keys whilst you are with us and it helps us if you minimise the amount of belongings to bring with you or by leaving them in your vehicle. If you need to for any other reason items left in our care are left at the owners' own risk and personal items taken on sessions remain participants' responsibility.

Roam West Adventure Property

In the same way that we will respect any of your property left in our care, we also expect you to take care of Roam West Adventure property and agree to incur the cost of replacement or repair of any Psyched equipment damaged or loss as a result of your negligence or misconduct.

CONSENT - PHOTOGRAPHY AND FILM

We love taking photos of you having a great time on your adventure, we may use these for marketing purposes. Please let us know prior to the adventure Roam West Adventure images if you do NOT consent to the use of photographs and video recordings of yourself taken by Roam West Adventure.

PRIVACY

We consider your booking details to be confidential and will not pass on your details to a third party under any circumstances unless required to do so under law. Please note we will add your email to our database so you can be kept up to date about Roam West Adventure. If you do not wish for this, please opt out.

COVID REFUND GUARANTEE

If due to government guidance you are unable to make your booking then a full refund will be provided. We require notification within 48 hours of such guidance being released by the government.