

WALKING POST TERMS & CONDITIONS

All of Walking Post' guided walks and outdoor courses are referred to as a 'walk' or 'walking'. Participants are referred to as 'walkers' and our guides as 'walk leaders'.

Risk – walking is an adventurous activity with a risk of personal discomfort, accident, injury or even death. The terrain can be uneven, slippery, involve obstacles such as stiles, roads, water crossings and fields of animals. Additionally, the weather may prove challenging. For the above reasons walkers must pay close attention to safety information provided by the walk leader before and during the walk.

Fitness and Experience – A reasonable level of fitness and ability is required for scheduled walks as the natural environment can be demanding at times. All walkers must have suitable outdoor footwear and clothing.

Health – Walkers are responsible for their own health. You give your consent that, if you require medical assistance in the case of an emergency, the Walking Post walk leader may use their best judgment to independently seek out qualified medical assistance, but you accept that it is not the walk leader's duty to do so. You understand and accept that your health always remains your responsibility.

Responsibility - Walking Post accepts no responsibility for your personal accidents, injury or death unless directly caused by the negligence of our walk leaders. Walking Post accepts no responsibility for any loss of or damage to your personal effects or for your indirect financial loss. Walking Post liability to you for any reason whatsoever is limited to the cost of your chosen walk. You agree to waive any claim that you may have now or in future against Walking Post or our walk leader for any injury or any other losses which may arise because of your participation in a Walking Post walk, except if such liability cannot be excluded by law.

Cancellations and Refunds Policy

All our payable walks are bookable through Eventbrite. The following cancellation policy applies:

- 30 days or more before the day of your walk - full refund, minus the Eventbrite admin fee
- From 29 days before the walk up to the day of the walk; or notification on the day of the walk; or non-attendance of the walk ('no-show') – No refund
- If you have already transferred your booking to a new date and wish to cancel, then there are no refunds or transfers for bookings that have already been transferred
- no refunds will be made after a walk has completed

Complaints – Walking Post is committed to making your walk with us as enjoyable and as safe as possible. If for any reason you are not satisfied with something then please bring this to the attention of your walk leader as soon as possible and ideally at the time it occurs. The walk

leader will attempt to resolve your concern as far as reasonably possible bearing in mind the walk and group conditions. If resolution is not immediately possible or to your satisfaction then please record your complaint and email it to contactwalkingpost@gmail.com within 4 weeks of the date of your walk. Your complaint should outline in reasonable detail your concern or dissatisfaction, what has been attempted to resolve them and what your preferred resolution would be. Walking Post will consider your complaint and update you on progress to conclusion.

Walking Post Cancellation – a walk may be cancelled by us at any time prior to the date of the walk due to a number of circumstances including (but not limited to) illness of the walk leader, Government advice / law or adverse weather conditions / forecast. The decision to cancel a walk is at the sole discretion of the walk leader. In the event of cancellation by the walk leader, Walking Post' liability is limited to the cost of your chosen walk only (less any charges deducted by the booking agent).

Rescheduled walk– A free transfer onto another scheduled walk advertised on our website (to be selected within 12 months)

Changes during the walk - The pre-planned route may be subject to change during the walk due to adverse weather conditions; physical changes to the route (e.g. fallen trees, broken fences and so on); pace of the group; fitness and ability levels; accidents or injuries and so on. In extreme circumstances the walk may be terminated. Once the walk has commenced any such changes to the preplanned walk are deemed to be part of the walk. The decision to change or terminate the walk is at the sole discretion of the walk leader.

Non Participation - The walk leader reserves the right to refuse to include any walker who they consider will be unable to complete the planned activity; is wearing unsuitable clothing or footwear; ignores direct safety instructions from the walk leader; or whose language and/or behaviour, in the reasonable opinion of the walk leader, falls below an acceptable standard or puts others within the group at risk. Additionally, if a walker chooses to leave the organised group at any time during the walk and makes it clear or obvious that they are leaving the organised group, then Walking Post and the walk leader cease to have any responsibility or liability for that walker with immediate effect.

Age - All walkers must be 18 years or over.

Dogs- Dogs are not permitted on any walks unless otherwise stated.

Accommodation, Food & Travel – Walking Post only provides walking activities. Walkers must provide their own travel and accommodation. We strongly recommend you have adequate insurance in case of cancellation.

Photos - Photos and videos are taken on all Walking Post courses and walks. We never include identifying personal information when we use these images in publicity material. If you do not consent to this please inform your walk leader at the start of the walk.

Availability – all walks are subject to availability.