



## EXPERIENCE DAY PURCHASES

### How it works

1. Select an experience and follow buy online instructions to purchase.
2. Delivery option of your voucher is charged at £2.06 and we aim to post vouchers within 2 days of purchase.
3. Full instructions are on the voucher – phone or email us to book which date you would like to attend from those offered, quoting the unique reference. We would be happy to advise on accommodation and transport options for the selected experience.
4. Turn up and enjoy.

General vouchers can be purchased to redeem against any items on the site, including both experiences and products.

Dark Sky Wales Training Services will take no responsibility for any loss you may incur as a result of voucher, receipt or theft and impersonation or identity fraud.

### Making A Purchase

Making a purchase could not be easier. Choose your experience select Buy and you will be taken to either PayPal payment screen or Eventbrite website.

All online payments are handled by PayPal or Eventbrite. Cash sales are payable at point of sale with invoice provided.

### Validity

Experience vouchers are valid for 24 months from date of purchase, unless otherwise stated in the terms of a particular offer. The exact expiry date will be printed on the voucher. You must redeem the voucher before this date or the voucher will cease to be valid. The only exception is whereby an experience booked has been cancelled or delayed through circumstances beyond our control such as extreme weather or illness, in which instance please contact us.

Credit is valid until the expiry date of the original voucher. You have the right to cancel the purchase of a voucher within **fourteen days of purchase** if it has not been redeemed, and during these fourteen days, a refund will only be given in full to the same credit or debit card used for the purchase, and to the same person. After the initial fourteen days after purchase, the voucher is non-refundable (please see below for further details).

### Dark Sky Wales Training Services Product Purchases

#### Packaging & Delivery

- UK mainland delivery is charged at £2.06 per order if any products are selected, regardless of how many items are ordered. For urgent or Saturday deliveries please contact us. Most deliveries are by courier using Parcellforce, or by 1st class post if more appropriate, and arrive within 3-5 working days.
- All experience vouchers and products can be sent to you, directly to the recipient, or to another address at your request. If you haven't received the package within a reasonable timeframe and you believe your

pack has gone astray in the post, contact us and we can provide a duplicate, or eVoucher, free of charge. Whilst we will do our utmost to ensure that your gift is received on time. In circumstances beyond our control such as postal strikes, extreme weather conditions or other force majeure we are unable to be held liable for the delay.

- If courier delivery is required for anywhere outside UK mainland, please contact our office on 07403 402114 or through the email contact form as pricing and delivery times will vary.
- Christmas - Last order dates, delivery times, opening hours and courier charges may change over the Christmas and New Year period.

## **Terms and Conditions**

### **Flexibility**

Experience vouchers are totally flexible and can be used to book any other experience available. There will be no charge for exchanging, however if your chosen experience or product is higher in price than the value of your original voucher, you will need to pay the price difference. When redeeming, if your chosen experience or product is lower in price, the difference will be held as credit to use against any future purchase. Credit can be used until the original expiry date of the voucher and is non-refundable.

### **Refunds**

Refunds can be made on unused vouchers within 14 days of purchase. Where dates have already been booked with Dark Sky Wales Training Services Limited, refunds within 14 days of purchase are subject to our cancellation policy (see below). In certain circumstances we may require the original unused voucher to be returned to us before an exchange or refund can be processed. Refunds are always made to the person who purchased the voucher, and if originally purchased by credit or debit card, the refund will be credited to the same card or in some cases by cheque. A handling Charge of 10% will be deducted from any refund outside the initial 14 days of purchase.

If you have ordered products, you are entitled to cancel your order and return the goods within 7 working days for a full refund, including the cost of delivery. Do this by contacting us by email or telephone and quoting the order number supplied to you. Your refund will be paid within 30 days. You are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or misdescribed. Any goods returned should be in saleable condition. Your rights to return goods are protected under the EU Distance Selling Directive.

In the event of dispatch error, shortage or if damaged goods are received, please notify us within 48 hours of receipt and we will advise of replacement or refund as appropriate. In the hopefully unlikely event of non-delivery, please advise us as soon as possible so we can act accordingly.

### **Cancellations**

Should you need to re-schedule or cancel a dated booking you have already made with Dark Sky Wales Training Services Limited, this is usually possible provided you have given us at least 14 days' notice. Should you need to cancel at short notice within this period, please just check with us about deferring your Experience Day. Sometimes we have to cancel an experience for reasons beyond our control, such as the weather or mechanical breakdown. In this unlikely event, we will do our best to notify you as soon as possible and do everything we can to offer an alternative date or time. We regret that, in these circumstances, Dark Sky Wales Training Services Limited is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled experience.

### **The Weather**

Dark Sky Wales Training Services Limited experience days are all dependent on the weather being not too adverse and we will advise you if you need to call to check the weather before setting out. If your experience is cancelled due to the weather you will be able to re-book (voucher will remain valid for a further 24 months from point of cancellation), but your re-booked experience remains subject to weather conditions.

## **Availability**

All our experiences are offered subject to availability per date. We usually aim for smaller groups so that everyone participating will have the best engagement with the day out and/or the good cause. Where days out are proving popular, we will take every step to create more availability.

Bookings are not confirmed until you receive confirmation in writing from us. In some cases, we may ask you to return the original voucher to us before we can confirm your booking. You should not make any arrangements in connection with the booking until you have received your full booking confirmation.

Where specific elements of the experience such as vehicles or specific guides or trainers are not available due to mechanical breakdown or illness, we reserve the right to make reasonable substitutions on the day. If this is not possible, we reserve the right to cancel the experience at short notice.

## **Last Minute Deals**

We often have late availability for experiences at special prices, and bookings for these can generally be made right up until the day before the experience date. For these bookings, we will provide essential details over the phone, as we cannot guarantee that these details will arrive by post in time for your experience. Experiences bought under these conditions cannot be refunded or exchanged. Dates for an experience bought under these conditions, once booked, cannot be changed.

## **Insurance**

Dark Sky Wales Training Services Limited hold Public Liability Insurance but we request that you hold your own personal accident and cancellation insurances.

## **Inclusivity**

We welcome the participation of disabled people in our experiences and lifestyle options though we recognise that certain experiences may present difficulties for those with disabilities. We are committed to ensuring that disabled customers are given every opportunity to participate, so we ask that you tell us about any relevant disability at the time of ordering. This enables us to do our best to meet the participant's particular needs. We will be happy to provide information about the disabled facilities available at specific venues on request.

## **Complaints**

We welcome your feedback on all of our experiences and providers. If you have a problem or complaint on the day, please bring it to the attention of the host or experience manager at the venue as soon as possible, so that they have a chance to put matters right. If your problem is not resolved on the day, please contact us, including your voucher reference, participant and venue details, and we will be happy to take the matter up with the provider. In general, we consider it unreasonable if you take no action during an event, but then make a complaint at a later date.

## **Experience Vouchers**

General Vouchers are valid for two years after purchase. They can only be redeemed with Dark Sky Wales Training Services Limited prior to the expiry date printed on the voucher and cease to be valid for any purpose beyond this date. Defaced or damaged General Vouchers, or where the unique reference number has already been redeemed are invalid. The risk of theft or other loss of a Dark Sky Wales Training Services Limited voucher for any reason is borne by the voucher holder. Dark Sky Wales Training Services Limited experiences purchased with general vouchers are subject to our standard terms and conditions.

## **Other Terms and Conditions**

All prices quoted in our promotional literature are correct at the time of publication. We reserve the right to increase the price of any product without notice. You will be notified of any price increase before you place your order. In order to maintain the highest standard of customer service and to help with the ongoing training of staff we listen to and occasionally record telephone calls.

Whilst we take every care in choosing our experience day providers, inclusion in our range does not mean that we guarantee their safety standards or satisfactory performance of any of the experience suppliers. Dark Sky Wales Training Services Limited liability for any claim of breach of obligation regarding any single voucher or product shall not exceed the price of that voucher or product.

The text, illustrations and images used in all Dark Sky Wales Training Services Limited promotional literature are protected by copyright and must not be copied in whole or in part without the express permission of Dark Sky Wales Training Services Limited. All the above terms and conditions apply as a condition of using any voucher, whether or not the voucher holder is the original purchaser. Good Day Out reserves the right to change these terms from time to time without reference to customers.

### **Errors and Omissions**

In the rare event that there is an error on our site or in our catalogue, we reserve the right to cancel any order placed for the affected items.

#### **Data Protection**

Dark Sky Wales Training Services Limited complies with each of the eight principles of the Data Protection Act 1998.

Those principles require that data is:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant and not excessive
- accurate
- not kept longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred outside the EU without adequate protection

### **TERMS & CONDITIONS**

These terms and conditions do not affect your statutory rights.

#### **Credit Card Security & Privacy**

All credit/debit card transactions are handled by a secure payment service (through PayPal web solutions). They are not held in clear text on any web site.

We do not store credit card details, nor do we share customer details with any 3rd parties.