

TERMS AND CONDITIONS

Booking and payment

The price includes the following:-

- One of our off road bikes and fuel
- 3rd party road insurance if appropriate
- Protective clothing
- Lunch, if full day (not winter enduro schools)

Not included are the following:-

- Personal accident insurance
- Accommodation

Payment can be made by card, cheque or cash.

Cancellation of booking by the customer

All requests for cancellations must be in writing and sent either by post or email. Upon receipt of either letter or email requesting cancellation, ORE Ltd will acknowledge a cancellation within 5 days.

Until the Customer has received confirmation, the original booking remains valid.

The Customer will be charged on the following basis

15 or more days prior to the event start date – 15% administration/overhead fee.

Up to and including 14 days prior to the event start date – the fee is not refundable or transferable

During the course, if you are unable to continue with your training, for whatever reason, no refund of the course fee will be given.

Changes to the booking by the customer

All requests for changes to bookings must be in writing sent either by post or email. Upon receipt of either letter or email requesting the change ORE Ltd will acknowledge any changes within 5 days. Until the Customer has received confirmation, the original booking remains valid. Changes are at the organiser's discretion and every effort will be made to accommodate the Customer's request. However, the request will only be considered if made 15 or more days prior to the course start date and will incur a fee.

The Customer will be charged on the following basis

15 or more days prior to the event start date – 10% administration/overhead fee

Up to and including 14 days prior to the event start date – at the discretion of ORE Ltd and will incur a 20% surcharge.

Customers may only transfer a course date once and it must be redeemed within 12 months of the original course date. Customers transferring a course date to a subsequent year will be liable for

any increases in course cost. Courses are extremely popular and are often booked up in advance. ORE Ltd cannot be held responsible for the availability of courses should Customers wish to transfer dates.

Cancellation of courses by ORE Ltd

The Company reserves the right to postpone or cancel courses or events in part or in whole and at any time with good cause e.g. safety related issues such as ice, snow, poor visibility, and/or bad weather. The Company may also cancel the course or event up to two weeks prior to the start date if it is deemed to be undersubscribed. Customers will be informed in writing or by telephone without delay and may choose to either participate in a similar course or event as available or to be reimbursed.

Insurance

Customers are covered by third party road risk insurance **ONLY** whilst participating on an ORE Ltd event. As with any potentially dangerous pastime, you may wish to consider purchasing Personal Accident Insurance before attending the course. **Note** *ORE Ltd does not provide Personal Accident Insurance.*

Safety Regulations

Customers accept that riding a motorcycle is a dangerous activity. Off-road motorcycle activities take place in varied natural environments where there are hazards and risks to manage. Every effort will be made by the ORE Ltd team to provide training in a safe manner. Customers participating in courses are expected to comply with all safety guidance and instructions given by ORE Ltd staff.

If, in an instructor's opinion, it is unsafe for a Customer to continue on their current course, ORE Ltd reserves the right to move that Customer to a different training group of bike appropriate to that Customer's ability level. In the event of such a decision ORE Ltd will not reimburse fees.

Customers must be physically fit to take part on an ORE Ltd course.

Use of own motor-cycles

Customers may use their own motor-cycles on any of our courses. It is the responsibility of the Customer to ensure that their machine is fully prepared for the course or event type being undertaken and is fitted with its standard silencer and conforms to all legal requirements in force at the time of the course or event. A minimum third part insurance cover must be in place at the time of the course or event. Noisy or poorly prepared motor-cycles will not be allowed to participate. The Company and its representatives shall have no obligation to observe the compliance of these requirements.

Code of conduct

Your safety and enjoyment are our prime concerns whilst taking part in an ORE Ltd activity. We ask that you respect yourself, other participants and staff on the course. Therefore, ORE Ltd reserves the right to withdraw Customers from the event who exhibit dangerous behaviour that risks the safety of other customers and staff.

Any damage caused to property or equipment as a result of unruly behaviour will be charged to the Customer.

Gift vouchers

Gift vouchers are valid from the date of purchase for a period of two calendar years. Gift vouchers can be redeemed against any course or event offered by the Company as preferred by the recipient. Once an event date has been confirmed by the Company, its terms and conditions become effective.

General

- All bookings are on the basis that the Customer will, at all times, observe the safety regulations set by ORE Ltd.
- Customers booking a course agree to fully comply with our Safety Regulations, Code of conduct and any other instructions given by our staff. Failure to observe these rules may lead to exclusion from the course or event. Customers so excluded will not receive a refund.
- All information is produced in good faith by ORE Ltd and is accurate at the time of going to press

Complaints

Should a participant feel that the organisers have not met their obligations it should first be brought to the attention of the Directors of ORE Ltd within a week of completing the course, in writing by e-mail to infor@yamaha-offroad-experience.co.uk

ORE Ltd reserves the right to change or alter the course or event structure as necessary. However, the Company will endeavour to maintain the same level of quality and benefits if any changes or alterations are necessary. The range of services rendered during courses shall be determined by the company's current event information & or website at the time of booking. All relevant terms and conditions become effective when a booking is made and the required deposit or balance has been paid. Although the Company will do its utmost to assist customers to identify suitable routes by asking relevant questions with regard to personal fitness, riding experience, riding abilities, it remains the responsibility of customers to use their own discretion to determine the suitability of the route being offered. Customers who enter into a booking with the Company agree to fully comply with the Company's General Safety Rules and Code of Rider Etiquette as detailed in the Safety Briefing. Failure to observe these rules may lead to exclusion from the course or event. All Customers will be asked to sign an indemnity form prior to taking part in a course and should be aware that any injury sustained whilst on the event will be the Customer's responsibility.