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0413 157 358

Booking Conditions - the 'fine print'

Adventure can be defined as 'a process or event for which the outcome may be somewhat uncertain *'. To ensure that your booking is NOT an uncertain process, please read the following few paragraphs.

1. Booking procedure

When you call to make a booking, we will register you on our bookings database.

We accept cash, cheque, postal order and internet transfer so even if it's close to the booking date for your adventure, in most cases, you can pay before the day. Payments received are held in trust until your adventure is completed.

If you have extra people who want to come, even at the last minute, don't worry, just give us a call, we will note their names and if its too late to complete the booking formally, we'll sign them up on the day.

2. Transfers and cancellations

If something happens to stop you coming adventuring with us on the activity that you have booked, you can choose to either transfer your booking to another date or activity, or arrange for a refund of your payment.

WorthWild will accept the following transfers and cancellations:

1. Brisbane Local Adventures: We accept transfers up to two full working days prior and cancellations up to five full working days prior to an activity.
2. Training Courses: We accept transfers and cancellations up to two full weeks prior to commencement of your course.
3. Expeditions and Extended Adventures: We accept transfers and cancellations up to six weeks prior to your adventure.

Call the office on 0413 157 358 and we will arrange an alternate booking date with you. Please note that we do not accept email cancellations or transfer notices. You will not be entitled to a transfer if you fail to notify us. Persons who can't attend on the day due to extenuating circumstances may be given a gift voucher to be used for another activity or date but you must notify us. Even if it's getting desperately close to departure time call to let us know where you are.

If you really can't come and don't want to transfer your booking, we accept cancellations, based on the time frames stated above. Cancellations incur an administration fee of 25% of the total activity/course cost. Cancellations inside the stated timeframe will result in forfeit of fees paid.

We reserve the right to vary a trip based on local conditions to ensure the safety of the group. Variations are at the discretion of the Leader and changes will be deemed as normal variations unless the trip is cancelled.

In the unlikely event that WorthWild has to cancel an activity, we will notify you and you will be offered an alternate date, or a gift voucher. No penalties apply as long as you keep your booking with us. The above conditions then apply to your new activity date.

3. Gift Vouchers

Gift vouchers can only be returned for a refund within 5 days of purchase. If you require a refund within this time frame, please return the gift voucher to WorthWild by post (or in person). Gift vouchers are to be used for the purpose stated thereon.

Once you have booked in for your activity the above 'transfer' conditions apply.

Cancellations do NOT apply to gift vouchers.

4. Foul Weather - applicable to Brisbane adventures only

Light rain or patchy weather is acceptable and does not mean that we will cancel your adventure, but 'set-in' rain, extreme heat or high winds may necessitate that we re-schedule. If the weather is patchy, please call 0413 157 358 before leaving home. If the instructor does not answer the phone, they may be busy getting the activity underway; in this case leave your name and phone number so that you can be called back.

WorthWild reserves the right to reschedule an activity due to adverse weather conditions. Should this occur we will contact you to transfer your booking.

5. Physical Fitness

It is imperative that you disclose, to WorthWild, any physical condition or illness that may limit or endanger yourself or your fellow clients whilst adventuring with us. Any information that is given in this regard will be treated with the utmost confidence. There is a space on the booking for this information. If the condition is of a highly personal nature, a word in private will suffice. If you do not tell us, it is presumed that you are in good health and are of a level of fitness adequate for the booked activity.

Our activities are suitable for averagely fit people. If you are in doubt as to your ability to fully enjoy your adventure due to your fitness level, please discuss this concern with us when placing your booking and note it in the appropriate field on your booking form for our attention.

6. Liability Release and Assumption of Risk

Please note that there are inherent risks involved in outdoor activities and in partaking in an adventure with us you are exposing yourself to those risks. Some of the risks may include personal injury, loss of your personal property through theft or absent-mindedness or even the possibility that you won't enjoy the day.

Consider the implications of tripping over and spraining an ankle, sustaining bruising or grazing, or being hit by falling debris - like rocks - at the cliff site, sustaining a friction burn from the rope, or in extreme circumstances - falling and sustaining major injuries to your whole body in general. This is not to mention the possibility of being bitten by one of our reptilian friends, stung by bees or wasps or eaten by mosquitoes. You may get sunburned, dehydrated or exhausted. Any of these things can land you in intensive care.

It has been noted however, that the most dangerous part of a day in the wilderness is the drive there and back!

Please note that we do everything in our power through professional conduct, risk management, high safety standards and having the ability to deal with emergency situations, to reduce and even eliminate the possibility of any thing happening that might

ruin your day, but that doesn't make us infallible so we do carry full and comprehensive Public Liability insurance to the tune of 10 million dollars.

Consider the above carefully and if the risk is too great - cancel out! You are required to sign a 'disclaimer' when you place your booking; this then becomes your agreement to accept the possibility of personal risk to yourself as being your responsibility. It goes like this –

'I understand that there are certain risks involved in adventure based activities such as bushwalking, abseiling, canoeing, rockclimbing and team initiative exercises such as high and low ropes courses & etc, which may result in injury or even death. With this knowledge, to the extent permitted by law, it is my intention by this instrument to exempt and release WorthWild, its management and personnel and all related entities from liability or responsibility whatsoever for personal injury, property damage or wrongful death however caused, including but not limited to the negligence of the released parties, whether passive or active. I have read, understand and agree to this liability release and assumption of risk, and accept the booking conditions as stated.'

If you have any questions what so ever with these booking conditions just give us a call at the office and set your mind at rest.

See you out there!

A handwritten signature in black ink, appearing to read 'MW', with a large, stylized loop at the end.

Martin Worth
DIRECTOR
WorthWild Pty Ltd