



Crag And Compass Ltd

Terms & Conditions – DofE Expeditions (*Schools & Licensed Organisations*)

1. Scope and Definitions

These Terms & Conditions apply to all Duke of Edinburgh's Award (DofE) expedition training, practice and qualifying expeditions delivered by **Crag And Compass Ltd** as an **Approved Activity Provider (AAP)**.

"You" refers to the **school, academy trust or DofE Licensed Organisation** making the booking.

"Participants" refers to young people taking part in the expedition.

2. Formation of Contract

2.1 A booking request constitutes an offer to contract.

2.2 A binding contract is formed once written confirmation has been issued and the required deposit has been received.

2.3 The school or Licensed Organisation is the contracting party.

3. Provision of Services

3.1 Expeditions will be delivered in line with DofE requirements and Crag And Compass Risk Assessments and Operating Procedures.

3.2 Reasonable changes may be made where required for safety, weather, access, staffing or regulatory reasons.

3.3 Expeditions will be staffed by appropriately qualified and experienced personnel.

3.4 Crag And Compass Ltd reserves the right to remove a participant whose behaviour, health or conduct presents a risk. No refund will be payable in such circumstances.

4. Responsibilities of the School / Licensed Organisation

You agree to:

- provide accurate booking and participant information no later than 28 days prior to the expedition/training commencing.
- ensure all consent form details are completed no later than 28 days prior to expedition/training commencing.
- ensure participants meet DofE eligibility and are adequately prepared.
- ensure expeditions are set up on eDofE prior to the practice expedition commencing.
- communicate behaviour and safety expectations to participants.
- school staff are to be 'on duty' and responsible for overnight pastoral care, unless otherwise agreed when booking.
- be accountable for loss or damage to equipment beyond fair wear and tear.

5. Pricing and Payments

5.1 Prices are confirmed in writing.

5.2 A deposit of **50% of the total cost** is payable no later than 28 days prior to the expedition/training commencing.

5.3 The remaining balance is payable after completion of the practice expedition and prior to the assessed expedition.

5.4 Invoices will have 28-Day terms for payment.

5.5 Failure to pay may result in cancellation.



6. Price Adjustments

While price adjustments are rare, if unavoidable cost increases occur before the balance due date, Crag And Compass Ltd may revise the outstanding balance. Crag And Compass Ltd will ensure that any price adjustments are linked to identifiable cost increases (fuel, campsite fees etc. You will be notified of any changes, and may accept these, or cancel the booking and receive a refund of payments made, less costs already incurred.

7. Cancellation or Changes by Crag And Compass Ltd

Crag And Compass Ltd may cancel or amend an expedition where delivery would be unsafe, unlawful or impractical. In such cases, an alternative date or a full refund will be offered.

8. Force Majeure

Neither party will be liable for failure to perform obligations due to events beyond reasonable control, including extreme weather, access restrictions, government action or serious staff illness. Alternative arrangements will be discussed where possible and where Crag And Compass Ltd cancels an expedition, you will receive a refund of monies paid minus any costs incurred, including but not excluded to campsite fees, staffing fees & administration costs.

9. Liability

Nothing in these Terms limits liability that cannot legally be excluded. Subject to this, liability is limited to the total fees paid. Indirect or consequential losses including but not limited to loss of personal belongings, participant caused damage and personal injury are excluded.

10. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.



Crag And Compass Ltd

Cancellation Policy – DofE Expeditions (*Schools & Licensed Organisations*)

1. Cooling-Off Period

Where a booking is made at a distance, the school or Licensed Organisation may cancel within **14 days of written booking confirmation** for a full refund, provided the expedition is not due to start within that period.

2. Cancellation by the School / Licensed Organisation

All cancellations must be made in writing and submitted by email to sean@cragandcompass.com. The date received determines applicable charges.

After the cooling-off period, refunds are calculated as a percentage of the **total booking cost**:

Time before first scheduled activity (Training Day / Practice Expedition) starts	Refund
More than 6 months	50%
2 to 6 months	25%
Less than 2 months	No refund

3. Deposit

The deposit (50%) is non-refundable once the cooling-off period has expired, except where required by law.

4. Exclusions

No refunds are issued for:

- individual participant withdrawals
- illness or injury
- changes in school staffing or circumstances
- failure to meet DofE requirements or deadlines
- failure or deferral by an assessor of an individual or group

5. Cancellation by Crag And Compass Ltd

If Crag And Compass Ltd cancels an expedition, alternative arrangements will be discussed where possible. If no reasonable alternative can be found you will receive a refund of monies paid minus any costs incurred, including but not excluded to campsite fees, staffing fees & administration costs.

6. Statutory Rights

This policy is intended to comply with the **Consumer Rights Act 2015** and does not affect statutory rights.





Contract Acceptance & Signature Page

Crag And Compass Ltd – DofE Expedition Agreement

This agreement confirms acceptance of the **Terms & Conditions** and **Cancellation Policy** relating to DofE expeditions delivered by Crag And Compass Ltd.

School / Licensed Organisation Name: _____

Address: _____

Primary Contact Name: _____

Role / Position: _____

Email Address: _____

Expedition(s) Covered by This Agreement: _____

By signing below, the school or Licensed Organisation confirms that it has read, understood and agrees to be bound by the Terms & Conditions and Cancellation Policy issued by **Crag And Compass Ltd**.

Organisations Authorised Signature: _____

Name (print): _____

Position: _____

Date: _____