

# LakelandSegway

## TERMS AND CONDITIONS

A Segway is a very safe and stable means of transport, but all activities have risks associated with them and you are responsible for looking after yourself and any children who accompany you. You will receive full training but must acknowledge that the tours are undertaken at your own risk.

Lakeland Segway is not responsible nor can accept liability for personal injury, death, loss or damage which may occur from use of the Segway or participation in the tours except where such personal injury or death is caused by our negligence.

You must comply with the following safety requirements:

- All riders are required to wear helmets;
- Riders must weigh at least 45kg (7 stones/100lbs). Maximum weight cannot exceed 110kg (17 1/2 stones/245lbs);
- A parent/legal guardian/responsible adult must sign a consent form for riders under 16 years old and accompany them on the tour;
- Riders must be able to stand for 60 minutes or more, dependent on the tour selected;
- Riders must be able to move their weight and be comfortable leaning slightly from side to side;
- Riders must be capable of stepping on and off the Segway when required;
- No-one is allowed to participate whilst under the influence of alcohol or drugs;
- Riders must follow all instructions given by the tour guide(s) and follow the designated route;
- Professional medical advice should be sought to determine if a pre-existing medical condition might affect your ability to participate in a tour.

Lakeland Segway has the discretion to refuse or discontinue participation in a tour on the grounds that the rider presents a risk to the health and safety of themselves or to other participants in the tour. Liability is limited to a refund of their tour fee paid.

Lakeland Segway will use their best endeavours to ensure that a tour will proceed as arranged, but changes or cancellation may be necessary and we cannot accept responsibility for this. Damages for any liability arising from changes or cancellation of a tour is limited to a refund of any tour fee paid.

Tour participants are required to sign a disclaimer before participating on a tour to acknowledge agreement with the above statements.

## CANCELLATION POLICY

Tours should only be cancelled by us due to inclement weather conditions or other unforeseeable circumstances. Liability in such circumstances is limited to tour refund only. Lakeland Segway cannot be held liable for additional incidental expenses incurred.

Should a customer need to cancel a confirmed tour booking the following policy applies:

- More than 7 days' notice - Option to reschedule tour date or request refund of deposit/total paid.
- Less than 7 days but more than 48 hours' notice - Option to reschedule tour date only. No refund unless tour places are resold.
- Less than 48 hours' notice – No option to reschedule or refund unless tour places are re-sold.
- Reducing booking size without the above notice - Liable for full payment of original booking.

- Gift voucher purchases are non refundable.
- Once a gift voucher expiry date has passed they are no longer valid for redemption as a tour payment.
- Any tour booked using a gift voucher as payment can only be rescheduled before the expiry of the original voucher.