



PUSH TRACK SESSIONS: TERMS & CONDITIONS

We at the British Bobsleigh & Skeleton Association are fully committed to the service, satisfaction and wellbeing of all those participating in our public or private events.

We welcome any comments or suggestions you may have in our continued commitment to improve our service.

To ensure we meet the highest possible business and safety standards, the following terms & conditions apply for all sessions:

BOOKING & PAYMENT

- All bookings are subject to availability
- The BBSA will seek to accommodate any reasonable changes to your booking, but this is subject to availability and cannot be guaranteed
- When you make a booking with the BBSA by completing an online booking either through the Cademy platform or directly via the BBSA, this forms a “contract” between yourself(ves) and the BBSA and gives lawful purpose for the BBSA to contact you in relation to your booking. Your data will be securely stored and will not be passed on to third parties. For more information on our privacy policy, please see <https://www.thebbsa.co.uk/thebbsa/privacy-policy/>

CANCELLATIONS & REFUNDS

- Should you need to cancel your booking for any reason, you will have 14 days from the time of booking the activity to cancel and receive a full refund. Cancellations made after the first 14 days have passed cannot be refunded
- All cancellations must be made in writing to office@thebbsa.co.uk, by the person who made the booking
- Refunds will be made within 14 days of confirmation via your original method of payment
- All vouchers are valid for sessions running in the calendar year in which they are purchased, unless purchased after the final scheduled session for that year in which case they will be valid for the following year’s sessions
- In the case of minor changes made to an activity by the BBSA, such as a change to the start time, duration, itinerary, etc., we will advise you of these changes at the earliest possible date. Minor changes will not constitute a reason for cancellation
- If a major change becomes necessary, such as a change of date of the activity, we will notify you as soon as reasonably possible. When a major change occurs, you will have the option of

accepting the change of arrangements, purchasing another event from us or cancelling your event. Should you choose to cancel, we will refund all recoverable payments made directly to us in respect of the event

- Any person leaving the activity of their own choice will not be entitled to a refund

LIABILITY & INSURANCE

- Track sessions are potentially hazardous, with a danger of personal injury. By completing this booking and signing the separate waiver form, you confirm are aware of and accept these risks and will be responsible for your own and your group's actions and involvement
- All sessions are run by a certified Track Controller (TC), who is DBS checked and first aid trained
- The BBSA holds public liability insurance cover, as does the land owner, the University of Bath
- The BBSA has an excellent safety record and cannot accept responsibility for injury or illness arising from any of the activities undertaken unless proven negligent
- The BBSA cannot be held responsible for any loss or damage to personal property howsoever caused

HEALTH & SAFETY/CONDUCT

- The BBSA must be informed of any medical condition (asthma, epilepsy, etc.) or any other special needs which may impair the individual's performance or ability to take part
- Participants will not be permitted to consume alcohol or drugs prior to or during the session. The TC reserves the right to refuse participation to anyone considered to be under the influence of alcohol or drugs
- The TC, Coach or any other associated BBSA staff member, may ask any participant to leave the session without compensation if that person acts in such a manner as to endanger him/herself or any other participant/staff member
- To enable the BBSA to manage these risks, you acknowledge the need for responsible behaviour and accept that the TC's word is final on all matters of safety. You confirm that you are familiar with the nature of the activities that you wish to undertake and acknowledge the risks that are inherent therein. You may freely withdraw from any part of the session and there is no pressure whatsoever to take part
- A waiver form must be completed and signed prior to taking part in the activity. The waiver form will be presented for you to sign on the day of your session but may, on occasion, be sent to you in advance. We cannot allow anyone to take part in the activities without a signed waiver

EQUIPMENT & CLOTHING

- Any safety equipment necessary to participate in the activities will be provided by the BBSA. Participants will be responsible for their own clothing requirements (including spare clothing), as dictated by the weather conditions
- Long hair must be tied up and baggy clothing should be avoided so as not to become entangled in the equipment

- Footwear with suitable grip must be worn, with extra attention paid to this requirement in wet weather
- Damage to or loss of BBSA equipment caused by negligence, malicious acts or carelessness must be paid for at the time and at the current replacement value

PHOTOGRAPHS

- Photographs and videos may be taken by you and/or us during your activity and the BBSA reserve the right to utilise these images for promotional purposes
- If you do not wish for photographs/video in which you feature to be used, you must make the BBSA aware of this in writing via office@thebbsa.co.uk before the start of the session

COMPLAINTS

- Complaints concerning the activity should be referred to the BBSA within 14 days of the activity via the BBSA's Director of Operations, Marc Heywood at marc.heywood@thebbsa.co.uk
- The BBSA will adhere to its complaints procedures and attempt to rectify the situation. The complainant will receive a written reply from the Director of Operations or suitable staff member should he be unavailable

CONDITIONS OF SERVICE

- By completing the online booking and the waiver form, participants are hereby deemed to have accepted these terms and conditions
- These terms and conditions apply to every person booked on to a BBSA event. If booking on behalf of a third party, you accept these terms on their behalf and it is your responsibility to ensure they are communicated accordingly