

# Outdoor Learning

## Terms and conditions

For all our outdoor activity courses please book on-line.  
<https://falkirkcouncil.gladstonego.cloud/book>

Full payment upon booking is required for all our courses. No place on any course will be allocated until the full fee has been received.

### Instructors will not take payment or make bookings on the day of the activity

Before each course, an up to date Medical and Consent form is required. This can be completed on the morning of the activity. Or You can also download and fill in the relevant form before your course if you prefer. [\(insert Link\)](#)

Course fees will include all instruction and specialist equipment needed. All participants are strongly advised to take out appropriate cancellation, and accident insurance.

For all course bookings please ensure you meet the pre-requisites specified, before making your booking.

Making your booking implies that you understand and accept the booking conditions and agree to abide by them.

## Cancellation

To make a cancellation please use the contact details below.

**Email - [outdooractivities@falkirk.gov.uk](mailto:outdooractivities@falkirk.gov.uk)**  
**Tel - 01324 506846**

### Single day courses

Cancellation period	Payable fees
Within 7 days	100% course fees
Between 7 and 21 days	50% of course fees
Over 21 days	Full refund

### Multi-day courses

Cancellation period	Payable fees
Within 14 days	100% course fees
Between 14 and 28 days	50% of course fees
Over 28 days	Full refund

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### Cancellation or change of advertised course by Falkirk Council - Outdoor Activities

Unfortunately, due to the nature of outdoor activities some changes have to be made at short notice. We will endeavour to inform clients of any changes to activities or venue.

If changes are made to the advertised programme, then cancellation fees are not applied. Any course fee will be refunded.

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### Participation Statement

All courses offered by Falkirk Council - Outdoor Activities are carefully planned and supervised to manage the risk of accidents for both participants and instructors while providing practical, realistic, and beneficial experiences.

Outdoor activities inherently carry some degree of hazard and risk, and despite the greatest care, accidents may still occur. Participants should be aware that their involvement in these activities carries a risk of injury, potentially serious or even fatal. By enrolling on a course, it is assumed that participants understand and accept the inherent risks associated with the activity unless otherwise informed.

Instructors are responsible for participants' safety while on session. To help manage risk, participants are encouraged to notify instructors if they feel uncomfortable or believe an activity exceeds their abilities. No participant is required to undertake any part of the activity and may withdraw from the course at any time.

Instructors are selected based on their experience, technical skills, and relevant qualifications, ensuring they are well-prepared to deliver the course content. On rare occasions, due to conditions, an instructor may determine that continuing with the planned session is inappropriate. In such cases, an alternative session aligned with the activity's objectives will be provided where possible.

During the activity, instructors will make reasonable efforts to assess individual participants' abilities. If an instructor determines that a participant's abilities are unsuitable for the ongoing activity, the participant will be advised accordingly, and an alternative more suited to their needs may be offered if possible.

For safe practice, participants are required to follow all instructions given by instructors. All participants in Falkirk Council - Outdoor Activities courses must declare any medical conditions or medications they are using and should be physically fit for their chosen course.

**The above terms and conditions do not affect participants' statutory rights.**