

Events & Activities Terms & Conditions

office for more advice on 017687 76816.

Booking

Just turn up. No need to book but you may have to wait for some parts of the activity if the event is well attended. Places are allocated on the day on a first come first served basis, so turn up early to avoid disappointment. We care about your safety and enjoyment, and have to follow to guidelines on group numbers. Therefore there may be times when we have to turn people away. Please respect the decision of the event leader and have an alternative activity planned just in case this should happen. Car parking charges may apply.

Booking essential. To secure a place you must book in advance by calling the contact number shown. If there is a charge then payment is normally required at the time of booking. If however you would prefer to pay by cheque or cash on the day please ring 017687 76816 to book your place. We are happy to discuss refunding any booking charge if you are unable to come on the day, but we would appreciate some notice, so we can let others take your place.

Cancellations. We will not cancel events because of general poor weather. If the route is unsafe due to extreme weather conditions or other factors, then an alternative route will be taken where practical.

Some events require a minimum number of bookings to make the event viable to run. If this minimum number is not met we may cancel the event.

If we cancel an event we will do our very best to contact all those who have booked as soon as possible before the event. We will always offer a full refund but may also offer a transfer to a similar event or rescheduled date.

You can check out a detailed local weather forecast from the Met Office called [Weatherline](#) (opens new window) or call 0844 846 2444

Children. For all events, children are usually welcome provided they are accompanied by an adult. Some events have a minimum age limit. For all events children aged 17 and under must be accompanied by at least one parent or guardian. Please check event details for any restrictions. If in doubt call us on 017687 76816 or talk to the event leader at the start. Events which accept unaccompanied children will be run by leaders who have had a Criminal Records Bureau check.

Safety. The Wild Ennerdale Partners are committed to providing safe and enjoyable activities and events for all. Therefore our event leaders have discretion not to accept participants who are not suitably equipped or who they consider unable to participate safely. Our event leaders may also stop or change and event or activity if they feel what was originally planned is no longer safe.

Please support and assist our leaders if they decide to make changes for your safety. Although all reasonable steps have been taken to ensure the safety of people participating in our events, individuals do so at their own risk.

Wild Ennerdale is a partnership of people and organisations lead by The National Trust, The Forestry Commission, United Utilities and Natural England. Our vision is "to allow the evolution of Ennerdale as a wild valley for the benefit of people, relying more on natural processes to shape its landscape and ecology."

For more information visit www.wildennerdale.co.uk

General

Dogs allowed. You must take responsibility for your dog which should be on a lead during the event or activity. Your dog should be fit enough to negotiate stiles, steep ascents and be well-behaved otherwise you may be asked to leave the event or activity. Guide dogs always welcome where it is practical. Some events or activities will not be suitable for dogs and these will say so in the event details.

Disabilities and medical conditions. If you have a disability and are not sure if the event will be suitable then please call us on 017687 76816 to discuss further. If you or your child has a medical condition that might be a problem, please let the event leader know at the start of the event.

Suitable for hearing impaired? The majority of our events are suitable for people with a hearing impairment. We advise people with limited hearing to tell the event leader at the start of the event.

Suitable for visually impaired? Most of our guided Easy walks will be suitable for people with visual impairment. Please ensure you are accompanied by a sighted guide during the event. Guide dogs welcome.

Wheelchair accessibility. Unfortunately most of events cover ground which will be challenging or unsuitable for wheelchair users. However wheelchair users are welcome to come for and enjoy as much of the event as they can access. Please bring a helper if necessary or ring the event