

ACTIVITY BOOKING CENTRE (ABC)

Cancellations

In the event that you the consumer wish to cancel a booking, you must contact the Activity Booking Centre immediately. No refunds are given in the event of cancellation unless exceptional circumstances have taken place. In this eventuality, you as the consumer will be asked to write to The Activity Booking Centre, Tourist Information Centre, Westover Road, Bournemouth BH1 2BU, so that the circumstances can be considered on an individual basis. Refunds will be issued at the discretion of The Council.

If the Activity Provider has to cancel your booking, they must contact you immediately and offer you an alternative booking proposal (i.e. another date/time slot they can offer) at no extra cost. You can then choose to take the alternative proposal or choose to receive a full refund. Refunds will only be applied to the original method of payment.

Amendments

If you wish to amend your booking at any time, you as the consumer must contact the Activity Provider direct. The Activity Provider will make the changes to your booking at their own discretion. If no suitable amendment can be achieved consumers are advised to follow procedures under the cancellation conditions.

Safety Standards

The Activity Providers observe the highest standards of safety for the activity and have produced copies of risk assessments and public liability insurance to The Council for activities offered as a basic requirement to be included within the Activity Booking Centre.

However, inclusion of an activity on our website and in our promotional literature does not mean that The Council guarantee the safety standards of the activity. The undertaking of these activities may involve some personal risk. With some activities the Activity Provider may require you to sign a disclaimer prior to the activity – please read these disclaimer documents carefully. Note that some Activity Providers may require compliance to a certain type of conduct from consumers taking part in activities. Please ensure you take action to make sure that you fully understand and comply with such conduct.

Pricing

Prices offered by an Activity Provider for activity bookings through the Activity Booking Centre are inclusive of VAT @17.5%. They are correct at the time of being offered and are set by the Activity Provider. Unless stated otherwise promotional discount vouchers cannot be used in conjunction with bookings for activities made via the Activity Booking Centre.

Please note that full payment is taken before you're booking is generated.

Payment

The Council accepts all major credit and debit cards (except American Express & Diners) Payment via cash or cheque (made payable to Bournemouth Borough Council) can only be made in person at the Tourist Information Centre.

Tourist Information Centre
Westover Road
Bournemouth
Dorset BH1 2BU

Monday-Saturday 10am-5pm
(Extended hours during summer period)

Activity Booking

Where two or more persons are included on the same booking or booking reference, the person purchasing the ticket or issued with a booking reference shall be deemed to do so on the basis that they act as an agent for all members of the party and accepts these booking conditions on behalf of each member of the party.

Identification

On arrival at the activity the consumer must provide the e-ticket booking confirmation and identification such as, passport, Drivers license, or credit card.

E-Ticket

If you as the consumer loses your e-ticket before your activity date takes place, you must contact the Activity Provider at the earliest opportunity, providing them with as much information as possible of details of your booking.

Restrictions

Certain activities are subject to minimum or maximum requirements i.e. height/age/weight. At the time of an Activity Booking you may be asked if any restrictions apply to you. Once booked, you may be liable for charges if you have to cancel because the minimum requirements are not met.

Availability

Activity Bookings are subject to availability and run on selected dates throughout the year. In some cases they are also subject to weather conditions on the day. In order to avoid disappointment it is recommended that you as the consumer book well in advance.

Complaints

The easiest way to resolve any problems that you may experience is to speak to the Activity Provider on the day. They will ensure that any issues are rectified where this is possible. If you are still not satisfied or any issues cannot be rectified, please send in written details of your complaint to: Activity Booking Centre, Tourist Information Centre, Westover Road, Bournemouth Dorset BH1 2BU, including your booking

reference number within 7 days of undertaking your chosen activity. All complaints will be monitored by The Council in the interests of the consumer and copies of the complaint will be forwarded to the Activity Provider.

Activity Pictures

The pictures used in all promotional literature to illustrate activities, particularly those that take place at more than one location, are used as an indication only.

Activity Descriptions

The information on each activity detailed on our website/promotional literature is abbreviated and is correct at time of publishing. However, the content or format of the activities may change slightly during the year.

Weather

Some of our activities featured are weather dependent. If your activity is cancelled because of the weather, a re-booking will be offered but remains subject to weather conditions.

Events beyond our control

Events beyond The Council's or Activity provider's control include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, hurricanes and other actual or potential severe weather conditions, and any other similar events.

Bookings

Missed departures or failure to show on time for an activity/appointment shall be treated as a last minute cancellation. No refunds are provided for last minute cancellations unless unusual circumstances are provided. We cannot be held responsible for failure of public transport or traffic delays, which may prevent you from arriving on time for an appointment/activity.

Personal belongings

The Council accepts no responsibility for loss or damage of personal items at any time, whether this is travelling to or from or whilst at the activity centre.

Personal insurance

Personal Insurance is not included in any activities or packages bought through the Activity Booking Centre. All participants are strongly advised to arrange their own personal insurance cover.

Changes to Activities

Some activities may operate subject to sufficient demand and in this case a minimum number of attendance will be stipulated on the booking form.