



## **Tank Driving Scotland/TankForce Paintball – Website purchase terms and conditions**

### **1. BOOKING & PAYMENT:**

- 1.1. Bookings must be confirmed with us a minimum of 7 days before your session.
- 1.2. Until a booking has been received and confirmed by Tank Driving Scotland it remains unconfirmed.
- 1.3. Payment is due in full at least 7 days before your session, or with prior arrangement with Tank Driving Scotland, where invoices are required.
- 1.4. If your reserved participant numbers do not attend, the event total cost will still apply.
- 1.5. Extra participants may be added subject to availability and additional costs. See our Civilian Commander Vouchers for more information.

### **2. CANCELLATIONS & REFUNDS:**

- 2.1. Should you cancel your booking up to 7 days before the commencement of the session/course, Tank Driving Scotland will require 50% of the full cost in order to re-book you.
- 2.2. Should you cancel your booking up to 72 hours before the commencement of the session/course, Tank Driving Scotland will require 75% of the full cost.
- 2.3. Should you cancel your booking within 48 hours of the commencement of the session/course, Tank Driving Scotland will require 100% of the full cost.
- 2.4. No refunds will be offered for cancellations arising from circumstances that are beyond the control of Tank Driving Scotland. In exceptional circumstances we will try to re-accommodate your booking, though this may incur a charge.
- 2.5. If a session has to be cancelled due to severe weather conditions then Tank Driving Scotland retains the right to transfer the booking to another suitable date.
- 2.6. Any cancellations must be notified in writing or by E-Mail to Tank Driving Scotland and will be effective from the date of confirmation of receipt.
- 2.7. Refunds on purchases of vouchers must be requested within 14 days of the date of purchases.

### **3. CONDITIONS:**

- 3.1. All activity sessions are staffed by appropriate instructors. Instructor to client ratios is in accordance with National Governing Body guidelines.
- 3.2. Whilst every reasonable attempt will be made to deliver all activity sessions, Tank Driving Scotland reserves the right to cancel or modify any session due to safety requirements or factors beyond our control.
- 3.3. Our vehicles are maintained to the highest standard, however due to any unforeseen circumstance that a vehicle encounters a technical problem on the day of your experience we may have to use an alternative vehicle to continue your experience. Should an alternative vehicle be unavailable, Tank Driving Scotland is committed to re-booking your experience for a future suitable date.
- 3.4. Due to the nature of adventurous activities clients must be prepared to follow the instructions of Tank Driving Scotland staff at all times during the session.

### **4. LIABILITY & INSURANCE:**

- 4.1. Tank Driving Scotland holds public liability cover of £5,000,000.
- 4.2. Tank Driving Scotland provides activities that can be potentially dangerous. All participants must be aware of this and accept the risks associated with the chosen activity.

Tank Driving Scotland has an excellent safety record however responsibility for injury or illness arising from any of the activities cannot be accepted.

**5. EQUIPMENT & CLOTHING:**

**5.1.** For safety reasons, all participants must wear grip boots, Wellingtons, or appropriate outdoor footwear.

**5.2.** Some protective clothing is available on site.

**5.3.** Damage to or loss of Tank Driving Scotland equipment caused by negligence, malicious acts or carelessness must be paid for at the time and at the current replacement value.

**6. HEALTH & SAFETY / CONDUCT:**

**6.1.** Due to the nature of some of the activities at Tank Driving Scotland, all participants should be physically fit. Anyone with a medical condition must seek medical advice before considering participating.

**6.2.** Vehicle drivers must be over 5 feet tall and physically capable of controlling the vehicle.

**6.3.** Children under 5 may not ride in the vehicles.

**6.4.** Contact lenses and spectacles are permitted to be worn at the discretion of staff. The wearer must accept full responsibility for any associated injury or damage sustained before, during or after a session.

**6.5.** Participants are not permitted to consume alcohol or drugs prior to or during the activity sessions. Tank Driving Scotland staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.

**6.6.** Tank Driving Scotland staff may require any participant to leave the activity session without compensation if that person acts in such a manner regarding health and safety as to endanger him/herself or any other Tank Driving Scotland customer/staff.

**6.7.** Tank Driving Scotland staff must be informed of any medical condition (asthma, epilepsy, etc.), the use of any medication, or any other special needs that may impair the individual's performance on any activity.

**7. CONDITIONS OF SERVICE:**

**7.1.** As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification and modification at any time.

**8. FEEDBACK:**

**8.1.** Feedback concerning Tank Driving Scotland or the activities should be raised within 7 days of the session by emailing: [Info@tankdrivingscotland.com](mailto:Info@tankdrivingscotland.com).