

Terms and Conditions

GIFT VOUCHERS

Vouchers issued by Skill at Arms/Redricks Ranges entitle the recipient to choose a date to book the stated event supplied by Skill at Arms/Redricks Ranges. All Skill at Arms/Redricks Ranges vouchers carry a unique code which must be entered into the booking system when the experience is being booked. Vouchers must be kept safely and securely after the booking has been made, and should be taken on the day of the experience.

International/overseas voucher orders

All prices shown on Skill at Arms/Redricks Ranges websites are in GBP and all transactions are conducted in GBP. If ordering from overseas or from a foreign currency account you may be charged fees by your bank to process the transaction. These fees are in addition to any prices on our website and are beyond our control.

Availability

The recipient is free to book their preferred date within the voucher validity period. Experiences are subject to availability and, in some rare cases, may be subject to weather conditions – please ensure you bring adequate clothing for the expected weather if your experience is outside. To avoid disappointment, we recommend that customers book well in advance.

Restrictions

Please ensure you read the full event information sections provided on the website before placing a booking or purchasing vouchers, as restrictions may vary between the different experiences. These could include (but are not limited to) age, medical restrictions, and any previous experiences attended (example would be the extended experience (1b) which requires all attendees to have attended the beginners experience (1a). It is your responsibility to ensure that you choose an experience appropriate for the intended recipient and it is the responsibility of the recipient to double check that the restrictions are not prohibitive. If you are unsure of the suitability, please contact us and we will be happy to advise you.

Prices & locations

We reserve the right to vary the prices of the experiences which we offer. Vouchers are not tied to any specific event or experience, and are purely a value of discount from an order.

V.A.T.

Prices shown include V.A.T when and where applicable.

Security

Vouchers can be replaced if lost or stolen, only if they have not been redeemed yet. As soon as a voucher is lost or stolen, we must be contacted at vouchers@skillatarms.co.uk where we can cancel and re-issue a new voucher providing it has not been used for a booking yet.

Validity

The voucher validity period is generally 12 months from date of purchase unless otherwise stated. Experiences must be booked prior to the expiry date printed on the voucher, however the experience date itself can be before or after this date (depending on availability). Unused vouchers or balances after their expiry date will become null and void and are not exchangeable, extendable or refundable.

Exchanges

Gift vouchers are not exchangeable for any other reward or service not provided by Skill at Arms/Redricks Ranges. Any unused balance after a booking is kept on the voucher and can be used on another experience or date (within the validity period of the original gift voucher).

Refunds

- Refunds can be made on unused vouchers bought directly from Skill at Arms/Redricks Ranges within 14 days of purchase.
- A refund cannot be given once the booking has been made.
- Refunds can only be made to the purchaser and the monies will be refunded directly to the original method of payment (PayPal/card).
- **Refunds cannot be given on expired, extended or exchanged vouchers.**
- Competition prizes or promotional free gifts cannot be refunded.
- To request a refund of your gift voucher please email vouchers@skillatarms.co.uk with your name, contact number and voucher code along with a reason for your refund request. This must be sent within 14 days of purchase.

Feedback & problems on the day

We welcome your feedback on all of our experience days. If you encounter a problem on the day, please immediately bring it to the attention of the host at the venue so that they have a chance to put matters right. If you have attempted resolution but the problem was not resolved on the day, please contact us within a week of your experience (providing your voucher code, participant's name and issue details, including who you spoke to on the day) and we will be happy to resolve the matter as best we can. You can contact us by any of the means on our contact page at www.skillatarms.co.uk/contact or if you prefer, post. Please check your booking documentation for our postal address (and please include your returns address and all the information requested above). We will not be able to assist if you did not make your issues known to a member of range staff on the day in question.

Cancellation by Skill at Arms/Redricks Ranges

If an experience is cancelled by Skill at Arms/Redricks Ranges either before or on the day of the event due to circumstances beyond their control, we will arrange to re-book the participant at a mutually agreed time on our behalf. Skill at Arms/Redricks Ranges cannot be held liable for any costs including (but not limited to) travel expenses or pre-booked accommodation costs incurred by the participant in the event of a cancellation and Skill at Arms/Redricks Ranges' total liability for any claim in connection with a Skill at Arms/Redricks Ranges experience shall be limited to the price paid for the gift voucher or the current experience price, whichever is lower.

Cancellation by participants

Once you make a booking, you are bound by the booking terms and conditions which supersede these conditions.

Competition prizes, special offers and promotional offers

These may have restrictions including (but not limited to) dates and times of use, validity periods and experience range or content so please be sure to check these before purchasing and contact us if you are in any doubt. Competition Prizes, Special Offers and Promotional Offers cannot be refunded or extended unless otherwise specified. (A promotional product refers to a voucher which was sold at a discounted price or as part of a special offer, whether or not this is stated on the voucher).

Discount codes & entitlements

Skill at Arms/Redricks Ranges reserves the right to exclude any product or experience from discount schemes. Only one discount code may be used per order. Discounts apply to new orders only and cannot be used against exchanges, extensions or any other facility provided by Skill at Arms/Redricks Ranges. You may be required to provide evidence of your entitlement to any discount (i.e. voucher or email correspondence).

These terms and conditions do not affect your statutory rights as a consumer, and are governed by and in accordance with English law. The purchaser of a Voucher and/or the participant in an experience agrees to the jurisdiction of the English courts. All the clauses and sub clauses in Skill at Arms/Redricks Ranges' terms and conditions are independent of each other. If one clause or sub clause is invalid or unenforceable, this will not affect any other clause or sub clause. These terms & conditions are subject to change.

The details listed above are the terms and conditions applied to Skill at Arms/Redricks Ranges Vouchers and experiences. Your statutory rights are not affected. Please see our 'Booking' page for the booking terms and conditions.

Dated: 14 November 2023. These supersede any and all previous terms and conditions.