

TERMS & CONDITIONS

BOOKINGS

- Bookings can be done using the booking forms available on the site or by sending an email to info@gocanyoningmadeira.com.
- After booking details and conditions are accepted by both parts, a non-refundable deposit of 50% (100% for the Canyoning Holidays and Gift Vouchers) of the total amount is required to secure your reservation. The rest of the payment should be paid in cash on the first tour date.
- Deposits are used by us to enter contractual arrangements on your behalf and are non-refundable.
- If the booking is made by email, you will receive our bank details to make the deposit. Bank transfer is the only method we accept when booking from abroad.
- When you make the deposit, you agree to accept all these conditions and when we accept your booking, we agree to carry out our obligations.
- When we get the deposit in our account, an email and invoice will be sent to you.
- AGE: to make a booking you must be 18 years or over. Parents or legal guardians must authorize the participation on our tours/rentals.
- INVOICING: If you need the deposit or payment invoice to be issued for each individual of your group, you must inform us and provide the correct names.
- We strongly advise you not to incur any non-refundable incidental expenses, e.g. flights, before we have secured your booking with us.

PAYMENTS

- Balance must be paid before your first tour starts, with no exceptions.
- By failing to pay the balance we reserve the right to cancel your tour/trip and no deposit refund will be made.
- Payments are done by bank transfer; no other method of payment is available. When making a bank transfer, proof of payment is required.
- Go Canyoning Madeira is not responsible for any wiring fees applicable. For that reason, we strongly advice guests to contact their bank regarding this matter before proceeding with any transfers.
- When making a deposit/payment by bank transfer you must state the e-mail address or the name you used for the booking so we can easily identify who is it from.

AMENDMENTS AND CANCELLATIONS BY CLIENT

- If you are the first among other clients to make a deposit to secure your place, we stop selling that place. Cancelling your tour will leave an empty place that we could have sold. That is why we don't refund payments if you cancel.
- If you cancel your booking no deposit or prepayment will be refunded.
- If you cancel any part of a booking because of illness, injury, uncomfortable weather conditions, you will get no refund.
- Should you not be able to travel due to Covid-19 travelling restrictions the deposit remains as a voucher to be used until the following year while keeping the same booking conditions.

AMENDMENTS AND CANCELLATIONS BY US

- We will always try our best to avoid delays, cancelling or amending a trip, however, we reserve the right to change the itinerary advertised for any booking, at any time and for any reason, such as adverse weather conditions, forestry operations and other seasonal activities.

- We are not liable for any additional expenses you incur through cancellation, amendments, or unforeseen delays in circumstances where cancellation is due to external events outside our reasonable control.

ASSUMPTION OF RISK

- It is fundamental that you accept certain activities such as canyoning can be hazardous and may involve elements of risk, and that you take personal responsibility for your own actions.
- We take no responsibility for damage, death or injury caused to you or by you as a result of participation.
- You must, at all times, participate within your own ability and always wear the appropriate canyoning gear.
- You must confirm that you are fit to participate in your chosen activity and that you have informed us of any medical conditions affecting your participation in the activity.

INSURANCE

- Clients are advised to take out adequate insurance to cover themselves.
- We offer personal accident insurance for an extra payment.

WAIVER

- I am voluntarily participating in this activity with the knowledge of the numerous risks and dangers involved, or any other actions, omissions, or conditions outside the control of the company.
- I agree to be responsible for my own welfare and assume all the above risks, including those known and unknown to me.
- I expressly release, discharge and hold harmless forever Go Canyoning Madeira, their owners, employees, affiliated entities, employees, agents, representatives, associates, volunteers, successors and assigns from and against any liability, actions, causes of actions, debts, suits, claims and demands of any and every kind and nature whatsoever which I now have or which may hereafter arise out of or in connection with my tour or participation in the activities arranged for me by the company.
- I agree that the terms of this agreement shall serve as a complete release and express assumption of risk for myself, all members of my family and all minors traveling with me.
- To be part of Go Canyoning Madeira activities a waiver must be signed by each participant.

MISCELLANEOUS

- We reserve the right to update and/or alter these terms and conditions at any time.
- It is your responsibility to be familiar with these terms and conditions.
- I give Go Canyoning Madeira all rights in the photo, audio and video material gathered during the activity and allow its use for promotional purposes.