

Segway Events

Segway Events is the supplier of all experiences that appear on www.segwayevents.co.uk. When you purchase an experience or book with a voucher from Segway Events or with a voucher provided by an external provider, you become legally bound by these terms and conditions. Please do not proceed and book or purchase an experience or complete a booking until you have read, understood and accepted these terms and conditions.

Prices

The prices displayed on our website are correct to the best of our knowledge and maintained on a daily basis. Prices of experiences may vary throughout the year. In the event of an order being placed against an accidental incorrect price, we will endeavour to inform the purchaser of the error within 7 days of the purchase being made. We will allow the purchaser to either cancel the booking or choose to pay the additional difference in price. Vouchers and purchases from external voucher providers may vary, Segway Events shall not be held responsible for purchases or the prices displayed on external websites and other gift experience companies.

Availability

All experiences are offered subject to the availability of dates, equipment, facilities and crew. Bookings should be made as far in advance as possible especially during peak times. We suggest if you plan to book an experience or purchase a voucher for a date at short notice, you call us to ensure there is still availability before completing the transaction. You should not make any travel or accommodation arrangements in connection with the course or experience until you have received your booking confirmation with a date and time on it from Segway Events. Where specific elements of the experience such as equipment are not available due to mechanical breakdown, we reserve the right to make reasonable substitutions on the day. If this is not possible we reserve the right to cancel the experience at short notice.

Duration and Time

The time of your experience is a guide time only, there is no guarantee that you will complete your experience at the exact time given on your booking confirmation however we try to stick to these times as closely as possible. Please arrive 30mins before your guide time for registration and allow plenty of time on site, we recommend a minimum of 3hours. Where the duration of an experience is mentioned on our website and marketing material or by a member of our crew this is an approximate guide to the length of time you should expect to be at the venue. The duration may vary slightly from venue to venue. When you are taking the experience as part of a group there may be some waiting time involved.

Descriptions & Images

All descriptions contained on our website and in our marketing material are correct at the time of going to press. Descriptions may be updated throughout the year as experiences change. The images used in all promotional literature to illustrate courses experiences, particularly those that take place at more than one location, are used as an indication only. Segway Events shall not be responsible for the descriptions and images of external websites and gift experience companies.

Safety

We ask you to leave plenty of time to get to the venue. All of the experiences we offer require registration, a safety briefing and certain amount of preparation. It is essential that the participant attends registration otherwise they will not be able to participate. No alcohol or drugs can be consumed before any of the experiences we offer. Our crew reserve the right to refuse an activity to persons suspected to be under the influence of alcohol and / or drugs. All experiences require the wearing of safety equipment, this is mandatory and there are no exceptions. Other safety precautions will be advised in your confirmation details. Each venue employs professional instructors who reserve the right to end an experience or offer alternative tuition if they believe the participant may endanger themselves or other members of the public.

Booking Confirmations

Segway Events booking confirmations can be delivered by email to the email address entered by the person making the booking. Be aware that some email accounts may categorise our email confirmations as unwanted or 'spam' email. To avoid this please add our email address info@segwayevents.co.uk to your address book. Segway Events is not liable or responsible for any loss suffered as a result of an email voucher being blocked by web filters or firewalls. If the recipient does not receive the email voucher, please contact us immediately to send confirmations to an alternative email address.

Refunds and Cancellations

Booking a Date

Segway Events will refund booked dates* bought direct from Segway Events within 24 hours of purchase minus a £10 administration fee. After 24 hours days no refund will be available.

Where gift vouchers have been bought from external providers and a date has been booked, no refunds will be given and voucher validity will be lost for any cancellations.

Should you need to cancel or re-schedule a date that you have booked please be aware of the following conditions.

To reschedule your event date within 24 hours of making your booking you can do so free of charge.

To reschedule your event date after 24 hours and up to 7 days before your event date a re-booking fee of £10 per person / participant will apply.

Within 7 days of your event date, Segway Events will not accept re-scheduling. Should you wish to take part in the experience you will have to repurchase your experience for which we will give you a 30% discount.

Where cancellation cover has been purchased you may change the date of your event once free of charge, and we must be informed of this change before the start time of your event.

For participants failing to turn up to an event you will not be able to reschedule bookings, no refunds will be given and voucher validity will be lost.

Gift Vouchers

Segway Events will refund gift vouchers* bought direct from Segway Events within 7 days of purchase minus a £10 administration fee. After 7 days no refunds will be available.

*Please note the difference policy between paying for a gift voucher and paying to book a date for an event.

Cancellation Cover

Cancellation cover must be paid for separately. This can be done on our website or requested from our Customer Care Team on 0845 319 3747 and must be purchased at the time of booking. This cover will allow you to cancel and reschedule the activity once. If you have purchased this from Segway Events we will rebook an activity within the voucher's validity period.

Once purchased this policy is non refundable and does not fall within the 7 day conditions. This covers the participant taking part in the event and not the gift voucher.

If no Cancellation cover is taken:- Any changes made after 24 hours of booking will incur a £10 per person re-booking fee. Please see above cancellation procedures for full details as no changes, cancellations, rebooks or exchanges will be accepted.

Cancelled Events

Segway Events
Magna Science Adventure Centre
Sheffield Road, Templeborough
Rotherham. S60 1DX

www.segwayevents.co.uk

info@segwayevents.co.uk

Tel. 0845 319 3747

Sometimes Segway Events has to cancel experiences for reasons, such as the weather, mechanical breakdown, and because minimum requirements are not met e.g. minimum participant numbers. We regret such eventualities but in these circumstances, Segway Events is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled experience. A location and experience may be terminated without warning during the lifetime of vouchers and bookings on these occasions an equivalent or alternative location or experience will be offered. If this is not suitable credit will be offered but no cash refunds will be made. As events do vary from venue to venue, please note that cancellation or re-scheduling may not always be possible.

All cancelled events will be followed up with phone calls, texts and emails. You will receive a final email reminder to rebook your experience 3 months after the cancellation of your event. You will then have 7 days from the receipt of this email to rebook. Failure to do so will result in the loss of your experience.

Gift Vouchers - Validity & Extensions

Each voucher will show a unique code, which must be quoted when dealing with Segway Events and which will be used to identify your booking and proof of purchase. Vouchers and the associated references must be kept safely and securely and presented to Segway Events on the day of your experience. Please check your expiry date, you must book and complete your experience prior to the expiry date on your voucher. We reserve the right to refuse participants who turn up without a valid voucher.

Failure to produce a valid voucher on the day of your experience means that full payment will be required to cover the cost of the experience before you will be allowed to proceed with registration. This payment will be refunded on receipt of a valid voucher in the post alongside a completed deposit refund form within 28 days of your experience date.

Segway Events will take no responsibility for any loss you may incur as a result of impersonation or identity fraud. A voucher will be deemed to be invalid if it is out of date unless you have written prior agreement from Segway Events or an external provider (the validity date is clearly stated on the voucher).

In the case that you are unable to book and complete an experience before the expiry date on your voucher, Segway Events will extend the voucher for 6 months upon the customer paying an administration fee of £10 per person. Customers are required to return a Voucher Extension Form and the original gift voucher via post to Segway Events. The £10 per person administration fee must be paid prior to receiving a Voucher Extension Form. Vouchers can only be extended if they are still within the expiry date when received by Segway Events. Vouchers can only be extended once with a maximum expiry date of 6 months from the original voucher expiry date. Where a gift voucher has been purchased by a third party the above terms and conditions will apply, and once extended the voucher will become non-refundable. All gift vouchers purchased directly from Segway Events are non-refundable after 7 days of purchase. Segway Events strongly recommends that all experiences are booked as early as possible to avoid disappointment.

Segway Events accepts no responsibility for any lost or stolen vouchers; any lost or stolen voucher will not be replaced.

Voucher Bookings

Individual or Small Group Bookings. All vouchers must be booked online at www.segwayevents.co.uk. Please do not arrive at a venue expecting to redeem your gift voucher without first booking your activity on www.segwayevents.co.uk or by booking over the phone with the Segway events office. Segway Events will not be held liable for your costs incurred if you do not follow the procedure set out in these Terms and Conditions. Bookings are not finalised until you have received written confirmation from Segway Events by email or letter.

Corporate Bookings, Group Bookings

Are treated the same as individuals unless a separate contract is in place in this instance please consult your contract for information.

Insurance

Please note that by taking part in this Segway Rally experience there are risks involved. Riding a Segway can be dangerous and can result in serious injury or death. Whilst we have taken various precautions to minimise risk of injury, by taking part in this experience you acknowledge that there are risks involved.

Please ensure you have satisfactory insurance cover to take part in the experience, Segway Events does hold adequate insurance for Public Liability and this provides cover for our business's legal liability to pay damages which result from a negligent act on our part. However as with other hazardous activities such as skiing we recommend you have your own insurance policy to cover you for accident and injury whilst riding a Segway.

Discount Codes

Discount codes are issued subject to availability and can be withdrawn without notice at any time. Segway Events reserves the right to stop discount codes being used against specific products. Only one discount code can be used per order. Discount codes apply to internet orders only.

Partner Venues & Liability

Segway Events work in partnership with selected venues and locations to host our events. Although Segway Events has sought to select high quality and experienced external venues and locations, Segway Events shall not be responsible for the actions and quality of external companies and venues or any loss or damage suffered by you whilst you are attending one of our experiences at these external venues and locations. By participating in an experience with us you acknowledge that certain factors are beyond the control of Segway Events and agree that neither Segway Events nor any associated Partner Centre shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond its reasonable control including for weather-related reasons, mechanical failure or otherwise. In the event of mechanical machinery break down you should expect reasonable substitutions without notice. The total liability of Segway Events for any claim whatsoever in connection with the course or experience voucher or any course or experience shall be limited to the price paid for the voucher or booking.

Late Arrivals

We urge you to treat a trip to your experience as you would be catching a flight or train. This is because every participant has a scheduled time. If you are late we will endeavour to put you through your experience but this will be subject to conditions on the day and the length of your experience reduced.

Personal Belongings

It is the participant's responsibility to ensure that they are in possession of their personal belongings following their experience. Segway Events has no liability to compensate or offer replacements for items lost at one of our experiences.

Spectators

Most locations will allow you to bring spectators to watch you participate in your selected experience. When booking your date please check our website for details. Spectators are required to comply with the partner locations terms, conditions and expectations of conduct. Any spectators deemed under the influence of drugs or alcohol will not be permitted on site. Please be aware some locations require spectators to be 18 years and over please check your booking confirmation or call our office.

Weather

Please be aware that the weather can be unpredictable and events do have to be cancelled because of this. Cancelling an event can be a huge inconvenience for both participants and us here at Segway Events, however the safety of our participants and crew is paramount and we would appreciate your understanding with this. If bad weather affects a booking it will be rescheduled by Segway Events at no extra charge to you for a later date. No refunds will be given. There can be no guarantee that a particular date will not be withdrawn due to adverse weather conditions. As above we strongly recommend that you contact us before you depart for your experience, however please be aware weather conditions on the day can change quickly and events can still be cancelled after the event has started should the experience be deemed unsafe. Non-attendance on a day that operates in spite of bad weather forecasts will see you lose your experience. In the event of cancellation, Segway Events will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation costs or any

other costs incurred. Please make sure you have provided us with the mobile phone number you will have with you on the day. If your experience is cancelled due to inclement weather, we will endeavour to reschedule it as soon as possible.

Merchandise

All merchandise is offered subject to the availability of equipment, facilities and crew and there can be no guarantee that merchandise will be available on the day of your experience. All merchandise is provided at an additional charge and is in no way linked to the price of your experience. Prices of merchandise may vary throughout the year. Where specific elements are not available, we reserve the right to make reasonable substitutions on the day. If this is not possible we reserve the right to cancel merchandise at short notice.

By participating in an experience with us you acknowledge that certain factors of merchandise are beyond the control of Segway Events and agree that neither Segway Events nor any associated Partner shall be liable should certain equipment associated with merchandise such as cameras not be working at the time of your experience. If for any reason you are unhappy with any of the merchandise received, you can return any of them to us for an exchange or refund within fourteen days of purchase. We make no charge for returns. Returned goods must be unused and supplied with their original packaging. All returns must have a completed returns form. Customers are responsible for returning the goods to Segway Events at the following address:

Segway Events
Magna Science Adventure Centre
Sheffield Road
Rotherham
S60 1DX

Customers are responsible for paying any postal charges that may apply when returning goods, except in the case of faulty goods. UK Bungee cannot be held responsible for any returned items that have been lost in the post and it is therefore recommended that all goods are returned via recorded delivery.

Restrictions

Certain experiences provided by us are subject to minimum age, health or other requirements. These details are listed on our website and below, they are also listed in your booking confirmation and at registration. It is the purchaser's responsibility to check that the restrictions are met. Once you have confirmed a booking you are not eligible for a refund if you are forced to cancel because the minimum requirements are not met. Details of restrictions and requirements are below. Please read them carefully.

Notice to all customers

Please note that by taking part in this Segway Event there are risks involved.

Riding a Segway can be dangerous and can result in serious injury or death.

Whilst we have taken various precautions to minimise risk of injury, by taking part in this ride you acknowledge that there are risks involved.

Restrictions

Riders will not be allowed to ride a Segway if: -

- They are under 134cm tall.
- They weigh less than 45kg (7.08 stone).
- Their weight exceeds 117kg (18 ½ stone).
- They are pregnant.
- They are under the influence of alcohol or drugs.
- They have a disability such as epilepsy or heart disease.

In addition to the above, riders will not be allowed onto the circuit unless they are able to demonstrate they can control the machine to the standards set out in the training area.

Riders Rules

- Do not get on a Segway before receiving training & a safety briefing.
- Do not get on a Segway without wearing all protective kit and a helmet.
- No riding backwards (except when instructed).
- No riding away from the track at any time.
- No chewing gum, eating or drinking.
- Overtake on the left only.

All riders must comply with all instructions given by our staff. Any reckless riding or abusive behaviour to any riders or staff will result in your ride being terminated without a refund.