

# TERMS & CONDITIONS

At Fox- Openwaterswimming we pride ourselves on offering excellent service to our customers. We are a small but fair company, always aiming for the best.

In order to be well prepared and make the best of your holiday with us, please read our T&Cs.

1. A 50% deposit is required. Once the deposit has been received, we will confirm your booking. A confirmation will be sent to you by email (please check your spam folder as well). The remaining 50% has to be paid within 14 days after the confirmation invoice has been sent.
2. Fox- Openwaterswimming reserves the right to refuse a booking without providing any explanation. In such a case your full deposit will be returned.
3. If you wish to cancel your booking, you must provide us with written notice as soon as possible. See below for our terms. Cancellation will take effect from the date of receipt of your written notice. Cancellation fees are expressed as a percentage of the total holiday cost (as published at the time of booking), as follows:
  - Cancellations made more than 1 month's notice: we will fully return your deposit.
  - Cancellations made between 1 month and 1 week notice: we will retain your full deposit.
  - Cancellations made in the last week before the trip commences, full payment will be retained.
4. Open water swimming requires a significant degree of flexibility on your part as, whether or not a swim can proceed, is largely dependent on weather conditions and currents. Cancellations due changes in the (weather) circumstances can be made last minute. If safety is compromised at any time, our guides and officials reserve the right to immediately terminate the swim. We are not financially liable in case of cancellation in the program due to safety issues.
5. A certain degree of physical fitness and experience with open water swimming is needed. If you are in any doubt please consult your doctor. We have the right to prevent you from undertaking any particular part of the trip or the whole trip if we reasonably believe that you do not possess the health conditions needed to participate.
6. In case of any medical, physical problems or disabilities at the time of booking, please let us know. We will need full details of any illness, medication currently being taken, known medical conditions and allergies. This information must be supplied at the time of booking. This information is required to assist in case of an emergency and will be kept confidential.

