

Terms and conditions

Brathay Trust (trading as Brathay Challenges), a charitable company limited by guarantee and registered in England and Wales.

Company Registration Number: 2814206

Registered Office: Brathay Hall, Ambleside, Cumbria, LA22 0HP

1. Description and Specification of Goods

- 1.1 We have made every reasonable effort to ensure that the goods conform to, photographs and descriptions provided in our sales and marketing literature. We cannot, however, guarantee that all descriptions, photographs will be precisely accurate due to each product being unique.
- 1.2 If we find, or are made aware of any errors or omissions in any sales and marketing literature or any other documents we will make every reasonable effort to correct such errors or omissions as soon as is reasonably possible.
- 1.3 We reserve the right to make any changes in the specification of the goods.

2. Price and Payment

- 2.1 Our prices may change at any time but these changes will not affect any orders that we have already accepted.
- 2.2 Our prices exclude the cost of delivery. Delivery is available at an additional charge.

3. Delivery

- 3.1 If you indicate in your order that you wish to collect the goods from us yourself you may do so after receiving our order confirmation, during our business hours of weekdays 9am – 5pm.
- 3.2 All parcels will be dispatched 2nd class within one working day of purchase unless otherwise specified. Items may take additional time to arrive if you live in a remote region.
- 3.3 Any and all refunds issued will not include all delivery costs paid by you that have already been incurred by us.

4. Returning Goods

- 4.1 If you wish to return goods to us you must do so within 14 day period of receipt. The buyer will pay all return postage costs unless an item is found to be faulty.

5. How We Use Your Personal Information (Data Protection)

- 5.1 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.
- 5.2 We may use your personal information to:
 - 5.2.1 Provide Our Goods and services to you;
 - 5.2.2 Process your payment for the goods; and
 - 5.2.3 Inform you of new products and services (including details of event) we deliver. You may request that we stop sending you this information at any time.