



2011 Off Road Skills Ltd Terms and Conditions for BMW Off Road Skills events

This set of Terms and Conditions covers all 2011 BMW Off Road Skills courses – Level One, Two, Three GS / Enduro, Day in the Dirt, Brecon Beacons Adventure and Adventure Maintenance.

GENERAL BOOKINGS

- Customers must be 21 years of age or above hold a full and valid licence (not provisional or restricted) for riding a motorcycle in the UK and have not been convicted within the last five years of any driving offence involving drink or drugs or that resulted in a driving disqualification.
- It is mandatory that all customers bring both original parts – plastic and paper – of their licence to Registration for a BMW Off Road Skills event. Customers will be unable to participate without first presenting their full licence.
- Customers who are not residents of the UK and wish to participate in a course or event must hold a full and valid motorcycle driving licence, which is legally valid for riding a motorcycle in the UK.
- All bookings are on the basis that the customer will, at all times, observe the safety regulations set by Off Road Skills Limited.
- Customers booking a course agree to fully comply with the Off Road Skills Safety Regulations, Code of Conduct and any other instructions given by Off Road Skills staff. Failure to observe these rules may lead to exclusion from the course or event. Customers so excluded will not receive a refund.
- All information is produced in good faith by Off Road Skills Ltd and is accurate at the time of going to press.

BOOKINGS AND PAYMENTS

All bookings on BMW Off Road Skills courses and events are to be made via the World of BMW hotline number – **08000 131 282** – and are on a first-come first-served basis.

Payments are to be made by the following cards only – Visa, Visa Electron, Mastercard, Solo and UK Maestro. We are unable to accept any other cards. Customer's payments will be taken by World of BMW at the time of booking and processed by Off Road Skills Ltd within five working days of booking. The event fee will appear as Off Road Skills Limited on the customer's bank statement.

World of BMW will send out an email confirmation to the customer after the booking and payment process is complete. The email will include a copy of these terms and conditions, a list of local accommodation and what to wear on the course. Further information will be sent to the customer by World of BMW one month in advance of the course.

*BMW Motorrad UK contracts Off Road Skills Limited to run the BMW Off Road Skills programme.
World of BMW refers to the customer service team that manages bookings for events.*



CANCELLATION OF BOOKING BY THE CUSTOMER

All requests for cancellations must be in writing and sent either by post or email. Upon receipt of either a letter or email requesting cancellation, World of BMW will acknowledge a cancellation within 5 days. Until the customer has received confirmation the original booking remains valid.

The customer will be charged on the following basis:

- 15 or more days prior to the event start date – 15% administration/overheads fee. The relevant fees are: Off Road Skills course - £71.85; Day in the Dirt - £35.85; Brecon Beacons Adventure - £74.85; Adventure Maintenance - £29.85.
- Up to and including 14 days prior to the event start date – the fee is not refundable or transferable.

During the course, if you are unable to continue with your training, **for whatever reason**, then no refund of the course will be given.

Contact the World of BMW by emailing bmw@worldofbmw.com or via post:

World of BMW
Upper Deck, Phoenix Wharf
Eel Pie Island
Twickenham, Middlesex, TW1 3DY

CHANGES TO BOOKING BY THE CUSTOMER

All requests for changes to bookings must be in writing and sent either by post or email. Upon receipt of either a letter or email requesting a change, World of BMW will acknowledge changes within 5 days. Until the customer has received confirmation the original booking remains valid. Changes are at the organiser's discretion [Off Road Skills Ltd] and every effort will be made to accommodate a customer's request.

However, this request will only be considered if made 15 or more days prior to the course start date and will incur a fee. The customer will be charged on the following basis:

- 15 or more days prior to the event start date – 10% administration/overheads fee. The relevant fees are : Off Road Skills course - £47.90; Day in the Dirt – £23.90; Brecon Beacons Adventure - £49.90; Adventure Maintenance - £19.90.
- Up to and including 14 days prior to the event start date – the fee is not refundable or transferable. No changes can be made to bookings up to and including 14 days prior to the course start date.

Customers may only transfer a course date once, and the new date must be redeemed within 12 months of the original course date. Customers transferring a course date to a subsequent year will be liable for any increase in course cost. Courses are extremely popular and are often booked up in advance. World of BMW and Off Road Skills Ltd cannot be held responsible for the availability of courses should customers wish to transfer dates.

CANCELLATION OF COURSE BY OFF ROAD SKILLS LTD

Off Road Skills Ltd reserves the right to postpone or cancel a course due to unforeseen circumstances. In such cases the customers booked on this course will be offered an alternative course or a refund of all monies paid. World of BMW will notify the customer by phone or via post at least 14 days prior to the course start date.



INSURANCE

Customers are covered by third party road risk insurance ONLY while participating on a BMW Off Road Skills event. As with any other potentially dangerous pastime, you may consider purchasing Personal Accident Insurance before attending the course.

Note: neither BMW Motorrad UK nor Off Road Skills provide Personal Accident insurance policies.

SAFETY REGULATIONS

Customers accept that riding a motorcycle is a dangerous activity. Off road motorcycle activities take place in varied natural environments where there are natural hazards and risks to manage. Every effort will be made by the Off Road Skills team to provide training in a safe manner. Customers participating in courses are expected to comply with all safety guidance and instructions given by Off Road Skills staff.

If, in an instructor's opinion, it is unsafe for a customer to continue on their current course, Off Road Skills reserves the right to move that customer to a different training group or bike appropriate to the customer's ability level. In the event of such a decision, Off Road Skills will not reimburse fees.

Customers must be physically fit to take part on a BMW Off Road Skills activity.

CODE OF CONDUCT

Your safety and enjoyment are our prime concerns while taking part on an Off Road Skills activity. We ask that you respect yourself, other participants and staff on the course. Therefore, Off Road Skills reserves the right to withdraw customers from the event who exhibit a dangerous behaviour and that risk the safety of other customers and staff.

Any damage caused to property or equipment as a result of unruly behaviour will be charged to the customer.

COMPLAINTS

Should a participant feel that the organisers have not met their obligations it should first be brought to the attention of the Directors of Off Road Skills Ltd. Contact the Directors within a week of completing the course in writing by email: simon@offroadskills.com or via post to:

The Directors
Off Road Skills Ltd
PO Box 11
Ystalyfera
SA9 1YA

If, however, the participant is not satisfied with the response from the Directors of Off Road Skills Ltd, then within two weeks of receiving their reply, they should put their comments in writing, quoting the course identity and dates to:

World of BMW Manager
BMW Motorrad UK
Ellesfield Avenue
Bracknell
Berkshire
RG12 8TA