

COURSE BOOKING FORM

ORGANISATION DETAILS

NAME

ADDRESS (POSTAL)

CONTACT DETAILS

CONTACT NAME

E-MAIL

GSM TEL NO

COURSE DETAILS

START DATE

END DATE

APPROX NO OF
PARTICIPANTS

COURSE TYPE

AGE RANGE

RATE DETAILS

TERMS & CONDITIONS

Please read, understand and accept the following conditions prior to signing your contract.

1. CONTRACTUAL ARRANGEMENTS

This contract is made between Outward Bound Oman (OBO, **we** or **us** or **our**) which is registered at the Ministry of Social Development in Oman under Ministerial Decree number 84/2014 and the organisation whose details are set out above (**Organisation** or **you** or **your**). This contract is subject to the laws of the Sultanate of Oman. Any dispute which can not be resolved amicably between OBO and the Organisation shall be referred to the exclusive jurisdiction of the Omani Courts for resolution. The address for correspondence for all matters relating to this contract is:

Outward Bound Oman, PO Box 748, PC 115, Madinat Qaboos, Sultanate of Oman
admin@outwardboundoman.com

2. BOOKING AND PAYMENT

Once you have discussed your course requirements with OBO and subject to availability, OBO will reserve your selected course dates for up to 14 days.

To secure these course dates beyond the initial 14 day period, you must ensure that OBO receives, within this 14 day period:

- (1) a Course Booking Form signed by an authorized representative of the Organisation;
and
- (2) a non-refundable deposit of 300 Omani Riyals per course.

If one or both of the above are not received within the 14 day period, your reservation will be lost.

Initial here stating that you have read and understand the terms and conditions.

TERMS & CONDITIONS

Please read, understand and accept the following conditions prior to signing your contract.

2. BOOKING AND PAYMENT (CONTINUED)

On receipt by OBO of both your Course Booking Form and the non-refundable deposit, this contract shall become effective, and your requested dates will be confirmed in our calendar.

The deposit will be held and applied to any supplementary charges (e.g. loss of or damage to equipment or other property; incidental costs arising in support of your course; etc) due from the Organisation to OBO, without any further consent from you. Any remaining balance of the deposit will either be deducted from your final account or returned to you.

Payments can be made either by cheque or bank transfer.

Cheques must be made payable to Outward Bound Oman

Bank transfers must clearly state your name, and should be made to:

Outward Bound Oman
Account Number: 001-776676-1074, SWIFT CODE: NBOM OM RXXXX
National Bank of Oman
Corporate Branch
PO Box 751, PC 112
Ruwai, Oman

3. AMENDMENTS, RE-SCHEDULING OR CANCELLATION BY YOU

a) Amendments:

Subject to availability, additions to your group may be possible up until the start date of your course though OBO cannot guarantee this. If you wish to add to your group, you must write to OBO at least 1 week before the start of your course and receive OBO's written confirmation that your additions are accepted.

Any reduction in course numbers may not automatically result in a decrease in your invoice. Firstly, our cancellation policy applies (please see 3c) below). Secondly, every course has a clearly defined minimum number of participants for it to be viable to run (or to offer free teacher places). If numbers fall below this minimum and you still want to proceed with the course, please be aware that your invoice will reflect the minimum number of participants and not the actual number.

b) Re-scheduling

Occasionally either you or we may need to re-schedule a course due to unforeseen circumstances. We will make every effort to work with you to re-arrange the course at a future date, but within a set maximum time period. This period is 6 months from the original course date for schools/other educational establishments; and 4 months from the original course date for corporates. The number of times a course can be re-scheduled is up to our discretion.

c) Cancellation policy

In the event of cancellation by you, or by individual on the course, the cancellation will be subject to the following charges:

More than 60 days before start of course	100% of the course fee refunded
30 to 59 days before start of course	50% of course fee refunded
29 days or less before start of course	0% of course fees refunded

In all cases the date of effective cancellation is the date that we receive your written notification (by post, or by email) as confirmed by us to you.

4. FORCE MAJEURE

Notwithstanding 3c) above, we will not liable to pay any compensation to you or anyone else if we are forced to cancel or change any aspect of the course due to circumstance beyond our control; or which we or our suppliers could not have reasonably foreseen. Such circumstance may include, but are not limited to: bad weather, war or threat of war, terrorist activity, riots or civil strife, industrial disputes, natural or unclear disasters, fire, closure of airport, ports or stations, cancellation or changes in schedules by air, land or sea carriers. If we have to cancel your course for these reasons, we will make every effort to work with you to re-arrange the course at a future date.

5. INSURANCE

Outward Bound Oman has public liability insurance to cover its legal liability for the territorial area of Oman only. Any liability accruing to OBO is limited to the amount of cover provided by our insurance. We also have Personal Accident Insurance to compensate for injuries to participants. You, your group and participants, whether from within or outside of Oman, are strongly advised to ensure that you and they have suitable insurance in place to cover medical emergencies, treatment, repatriation and cancellation.

6. VISAS

The organisation is responsible for securing all visas (if needed) for all your participants in sufficient time in order to travel to Oman. OBO is not responsible for securing visas for you. However, we will, where reasonably possible, assist with letters of invitation etc. you need to ensure that you are aware of all procedures, timings and costs involved in securing visas.

7. HEALTH

Course participants must expect to be involved in adventurous and sometimes strenuous activities. No previous training or experience is required but participants must be of good general health. Those taking part in a course should be willing to become involved in all aspects of the course.

At the time of booking you are required to fully advise us of any illness, disability, social or behavioural problems that a participant has, or has recently experienced, which might affect the participant or any other participants during their course. Medical declaration forms must be completed and returned to us at least 2 weeks prior to the start of the course. If the medical declaration is not completed and returned, OBO reserves the right to decline or cancel a participant booking without having to pay any compensation or to refund any course fees as set out in 3c) above.

All prior injuries, serious illnesses, allergies or other medical issues must be declared. Any illness or injury suffered after the completion of the medical form and before the start date must be notified to us immediately in writing. We can take no responsibility in the event of any medical issue or aggravation of any medical issue suffered either during or after the course which arises from an undeclared medical issue. Nobody who has been in contact with an infectious disease may take part in an Outward Bound Oman course within the normal quarantine period.

Whilst taking part in a course participants must comply with our safety and disciplinary regulations. OBO will take no responsibility for the safety of any participant who wilfully or recklessly contravenes these regulations, or the requests and directions of our instructors. Such behaviour may result in participants being sent home (see 'Behaviour' below). Any specific queries concerning health or safety during the course should be directed to one of our instructors.

8. BEHAVIOUR

In the event that, in the sole opinion of OBO and its staff:

1. a participant's behaviour during the course may prejudice the safety and wellbeing of any member of the course, or the satisfactory progress of the course; or
2. OBO is informed through the medical declaration form, or becomes otherwise aware at any point prior to the course start date, that a participant's attendance is likely to prejudice the safety and wellbeing of the participant or of any other participant of the course, or of any other party involved in the course, or any other course being delivered at the centre at the same time; or
3. if during a pre-course briefing (if applicable) OBO deems a participants attendance is likely to prejudice the safety of and wellbeing of the participant or of any other participant of the course or of any other party involved in the course, or any other course being delivered at the centre at the same time. OBO reserves the right to cancel the course booking or remove that participant from the course, as appropriate. If this happens, you will be liable for all additional costs incurred or claims from third parties; and OBO will not be liable for any compensation to you or others or to refund any course fees as set out in 3c) above.

9. PROMOTIONAL MATERIALS

Any prices, statements, descriptions, illustrations, photographs, drawings or any other matters contained in our brochures, websites, social media or other literature are illustrative and are made in good faith but are not guaranteed to be accurate. These are intended merely to represent a general picture of our products and services and do not form any part of the contract between us. We reserve the right to amend our products and services from time to time so that the descriptions as set out in our brochure and other literature may not be identical with those set out in our proposal to you. From time to time we use photographs of participants in our promotional material and you and all your participants expressly consent to OBO using such photographs. You agree that OBO may refer to your organisation as a customer of OBO in our internal records and external correspondence and promotional materials.

10. COMPLAINTS

We will try to resolve any problems as soon as you notify us of them. If you want to complain during the course, please inform your instructor. If the problem cannot be sorted out satisfactorily, please notify our office in writing within 28 days by email to admin@outwardboundoman.com setting out the full details of the complaint. We will reply to you within 28 days of the receipt of your complaint.

11. POSSESSIONS

Participants' valuables, such as passports, wallets, phones, cameras etc are the sole responsibility of accompanying teachers. Due to the remote location and nature of OBO courses we accept no responsibility for the safety of these articles, nor any liability if any such items are lost, damaged or destroyed. If teachers prefer, items of value can be locked in a locker in the centre for the duration of the course. We must be notified of such a request at least 2 weeks in advance of a course. Participants should not bring electronic gadgets (including phones) on an OBO course. We have a strictly enforced policy about no electronic gadgets on courses, so anyone with a gadget must hand it to our instructors at the start of the course. Every effort is made to look after these items, but accidents do occasionally happen. In such circumstances we do not accept any liability as the items should not have been brought on the OBO course in the first place.

TERMS &

TICK

I have read and understood the terms and conditions and the organization agrees to be bound by these arrangements.

CONDITIONS

CONTRACT

SIGNED ON BEHALF OF THE ORGANIZATION

POSITION

DATE

AGREEMENT

Fax (+968 2453 9692) or email (admin@outwardboundoman.com) a copy to the office

Initial here stating that you have read and understand the terms and conditions.

V9 Oct 2018