

Festive Family Fun Walk 2025 Terms and Conditions

1. Tickets

- a. Non-refundable and non-transferable: Once purchased, tickets cannot be refunded or transferred. This includes changes of mind, inability to attend, or missed attendance due to personal circumstances.
- b. Force majeure: In the event of cancellation or postponement due to circumstances beyond our control (e.g. adverse weather, natural disasters, public health emergencies), tickets will not be refunded. If applicable, tickets may be valid for a rescheduled date.
- c. Event commencement: Once a walk has started, no refunds will be issued, even if the walk is interrupted or cut short.
- d. Significant changes: If there are major changes to the event (e.g. date or location), ticket holders may request a refund within 14 days of the announcement. Requests after this period will not be honoured.
- e. Refund process: If eligible, refund requests must be submitted in writing to fundraising@daat.org within the specified timeframe. Refunds will be processed within 30 days of receiving the required bank account information.
- f. Ticket resale: Tickets are non-transferable and must not be resold. Resold tickets will be voided without refund.

2. Transport and Access

- a. Paid public parking is available nearby and is payable by the participants – the cost of parking is not the responsibility of the two fundraising organisations.
- b. Timing: Please arrive at least 15 minutes before your scheduled walk time to allow for check-in and briefing.
- c. Responsibility: The organisers are not responsible for delays or cancellations of public transport, nor for any loss incurred due to such issues.

3. Property Damage Liability

- a. Disclaimer: Devon Air Ambulance and Dartmoor Search and Rescue Plymouth are not responsible for damage to personal property during the event. This includes vehicles, belongings, or third-party property.

b. Parking liability: Vehicles are parked at the owner's risk. The organisers are not liable for theft, damage, or loss of items left in vehicles.

4. Personal Injury and Health Liability

a. Own risk: Attendance is at your own risk. The organisers are not liable for personal injury, illness, or death except in cases of gross negligence.

b. Health risks: Exposure to outdoor conditions, uneven terrain, and crowds may affect some individuals. Please take necessary precautions.

c. Self-inflicted harm: The organisers are not liable for injuries resulting from negligence, such as ignoring safety instructions or entering restricted areas.

d. Medical emergencies: First aid cover will be available throughout the route, via our Dartmoor Search and Rescue marshals. However, organisers are not responsible for further medical care or associated costs.

e. Allergies and medications: Attendees must manage their own medical needs. Organisers will not provide or administer medications.

5. Force Majeure

a. Unforeseen circumstances: If the event is cancelled or interrupted due to causes beyond the organisers' control, no refunds or compensation will be provided. Participants will be notified of any cancellations, via Text or Email, no later than Friday 5 December.

6. Indemnification

a. Agreement: By attending, you agree to indemnify and hold harmless Devon Air Ambulance and Dartmoor Search and Rescue Plymouth from any claims, damages, or losses arising from your actions during the event.

7. Insurance

a. Coverage: The event is covered by public liability insurance up to £20,000,000. Attendees are encouraged to ensure their own insurance covers personal risks.

8. Photography & Media Consent:

Photos and videos may be taken during the Family Festive Fun Walk for promotional use by Devon Air Ambulance and Dartmoor Search and Rescue. If you or your child do not wish to be photographed, please speak to an organiser upon arrival. Images may be used on social media, websites, and printed materials. We will respect all requests for exclusion.

8. Legal Compliance

a. Rules and laws: All attendees must comply with local laws, event rules, and instructions from event staff. Non-compliance may result in removal from the event without refund.