FREE BOOKING TEMPLATES

10 booking templates for tour and activity operators

Emails, legal texts, a gift voucher and a booking page layout, ready to edit. Each template is also in the download as an HTML file and a plain-text file.

Contents

1. **Booking confirmation email**: Sent the moment a booking is paid. Puts the date, start time, meeting point, booking reference and cancellation deadline in one place, so guests don't have to email you to ask.
2. **Booking reminder email**: Sent 24 hours before the start. Repeats the meeting point and arrival time, says how long you wait for late guests and how to reach you on the day.
3. **Pre-trip information email (what to bring)**: Sent about a week before longer trips. Explains how the day runs, what to wear and bring, what you provide, the fitness level and how weather decisions are made.
4. **Weather or minimum-numbers cancellation email**: For when you have to cancel: bad weather, a safety issue or too few guests. Gives the reason, offers a new date or a full refund, and sets a default if the guest does not answer.
5. **Post-trip thank-you and review request email**: Sent the day after. Thanks the guest, asks for a review with one link, and gives unhappy guests a direct line to you. Written to stay within Google and Tripadvisor review rules.
6. **Experience booking page layout**: A responsive HTML page for one tour or activity: key facts, highlights, included and not included, itinerary, what to bring, meeting point, cancellation policy, FAQ and a booking box with ticket types and add-ons.
7. **Booking terms and conditions**: Plain-language terms for tours and activities: when a booking is confirmed, payment, changes, cancellations by either side, participation rules, no-shows, equipment, photos, liability and complaints.
8. **Participant waiver and medical form**: Acknowledgement of risk, medical declaration, photo consent and signature lines, including a parent or guardian section for minors. Built for informed consent, not for hiding liability.
9. **Cancellation and refund policy**: Four ready-to-use policy levels (Flexible, Moderate, Strict, Non-refundable) with exact cut-off times, plus the rules guests ask about: how to cancel, refund timing, no-shows, weather and group bookings.
10. **Printable gift voucher**: A print-ready voucher with value, recipient, personal message, code and expiry date, plus the small print guests need: how to redeem, balances, expiry and lost vouchers.

How to use them

- Replace every {{placeholder}} with your own details, and delete lines that do not apply.
- Have the terms, waiver and cancellation policy reviewed by a lawyer in your country before you publish them.
- Source and updates: https://triviyo.com/en/free-tools/booking-templates

Placeholders

`{{business_name}}`	The name guests know you by Example: Fjordside Kayak
`{{legal_business_name}}`	Your registered company name Example: Fjordside Kayak AS
`{{company_number}}`	Company registration number Example: 912 345 678
`{{business_address}}`	Postal address shown in email footers and legal texts Example: Strandveien 4, 6800 Førde, Norway
`{{business_email}}`	Email address guests can write to Example: hello@fjordsidekayak.com
`{{business_phone}}`	Main phone number Example: +47 400 00 000
`{{business_website}}`	Your website Example: fjordsidekayak.com
`{{day_of_phone}}`	Number that is answered on the day, ideally the guide's phone Example: +47 400 00 001
`{{sender_name}}`	Person who signs the email Example: Ingrid
`{{owner_name}}`	Who reads replies to the review email Example: Ingrid, the owner
`{{country}}`	Country whose law governs your terms Example: Norway
`{{currency}}`	Currency your prices are in Example: NOK
`{{guest_first_name}}`	Lead booker's first name Example: Emma
`{{booking_reference}}`	Booking reference or number Example: FK-20481
`{{experience_name}}`	Name of the tour or activity Example: Sunset Fjord Kayak Tour
`{{activity_type}}`	Short category shown above the page title Example: Guided kayak tour
`{{activity_description}}`	One-line description used in the waiver Example: a guided 3-hour sea kayak trip on sheltered fjord water
`{{activity_specific_risks}}`	The main risks of your activity; add a line for each Example: Capsizing and immersion in cold water
`{{experience_date}}`	Date written out in full Example: Saturday 14 June 2027

`{{start_time}}`	Start time Example: 18:00
`{{end_time}}`	End time Example: 21:00
`{{departure_time}}`	Time the group sets off Example: 18:30
`{{break_time}}`	Time of the main break Example: 19:45
`{{break_description}}`	What happens during the break Example: hot drinks and a snack on a small beach
`{{route_description}}`	One or two sentences about the route Example: We paddle along the north shore towards the waterfall.
`{{return_point}}`	Where the experience ends Example: the boathouse
`{{duration}}`	Total duration Example: 3 hours
`{{arrival_minutes}}`	How many minutes early guests should arrive Example: 15
`{{arrival_time}}`	Clock time guests should arrive by Example: 17:45
`{{wait_minutes}}`	How long you wait for late guests Example: 10
`{{days_until}}`	Days between the email and the trip Example: 7
`{{location_name}}`	Place name for weather forecasts and the page eyebrow Example: Førde
`{{meeting_point}}`	Exact meeting point Example: Fjordside Kayak boathouse, Strandveien 4
`{{meeting_point_directions}}`	Directions a first-time visitor can follow Example: Drive past the ferry quay and turn right at the red boathouse. The entrance is on the water side.
`{{meeting_point_map_url}}`	Map link to the meeting point (use coordinates, not just an address) Example: https://maps.google.com/?q=61.4521,5.8570
`{{parking_info}}`	Where guests can park Example: free parking next to the boathouse
`{{tickets_summary}}`	Number and type of tickets Example: 2 adults, 1 child
`{{add_ons}}`	Extras booked, or "None" Example: Photo package
`{{total_paid}}`	Amount paid, with currency Example: NOK 2,150

`{{manage_booking_url}}`	Link where guests view, change or cancel the booking Example: https://fjordsidekayak.com/booking/FK-20481
`{{booking_url}}`	Link to your booking page Example: https://fjordsidekayak.com/book
`{{cancellation_deadline}}`	Last moment for a full refund, as a date and time Example: Friday 13 June 2027 at 18:00
`{{cancellation_deadline_short}}`	Full-refund cut-off as a duration, for pages and summaries Example: 24 hours
`{{cancellation_policy_url}}`	Link to your cancellation and refund policy Example: https://fjordsidekayak.com/cancellation-policy
`{{change_deadline}}`	How long before the start guests can change date for free Example: 48 hours
`{{guide_name}}`	Guide's first name Example: Lars
`{{guide_languages}}`	Languages the guides speak Example: English, Norwegian, German
`{{short_bring_list}}`	The three most important items, as one phrase Example: a warm layer, a water bottle and shoes that can get wet
`{{water_amount}}`	How much water to bring Example: 1 litre
`{{included_equipment}}`	Everything you provide Example: Kayak, paddle, spray skirt, buoyancy aid and a dry bag for your phone.
`{{difficulty_level}}`	Your difficulty rating Example: easy
`{{difficulty_description}}`	What the rating means in practice Example: no experience needed, about 2 hours of paddling at a relaxed pace
`{{minimum_age}}`	Minimum age to take part Example: 12
`{{unaccompanied_age}}`	Age under which children must be with an adult Example: 16
`{{weather_decision_time}}`	When you decide whether weather allows the trip Example: 12:00 on the day
`{{waiver_url}}`	Link to the participant form (delete the line if you do not use one) Example: https://fjordsidekayak.com/booking/FK-20481/waiver
`{{cancellation_reason}}`	Short, honest reason for cancelling Example: the wind forecast is above our safety limit for the kayaks
`{{rebook_url}}`	Link where the guest picks a new date Example: https://fjordsidekayak.com/book?rebook=FK-20481

{{refund_processing_days}}	Business days you need to process a refund Example: 5
{{response_deadline}}	Date after which you refund automatically Example: Wednesday 18 June
{{review_url}}	Direct link to your review form (Google, Tripadvisor or your own) Example: https://g.page/r/your-review-link
{{photo_album_url}}	Link to photos from the day (delete the line if you have none) Example: https://fjordsidekayak.com/photos/14-june
{{returning_guest_code}}	Discount code for returning guests, offered to everyone Example: COMEBACK10
{{returning_guest_discount}}	Size of the returning-guest discount Example: 10%
{{returning_guest_code_valid_until}}	Expiry date of the code Example: 31 December 2027
{{terms_updated_date}}	Date the terms were last changed Example: 1 March 2027
{{policy_updated_date}}	Date the policy was last changed Example: 1 March 2027
{{payment_terms}}	When guests pay, for example in full at booking, or a deposit with the balance due 30 days before Example: Full payment is taken when you book.
{{minimum_participants}}	Minimum guests needed to run a departure Example: 4
{{operator_cancellation_notice}}	How early you cancel when the minimum is not reached Example: 24 hours
{{damage_policy}}	What you charge for lost or damaged equipment Example: the repair cost, up to NOK 5,000 per item
{{privacy_policy_url}}	Link to your privacy policy Example: https://fjordsidekayak.com/privacy
{{complaint_days}}	Days guests have to raise a complaint Example: 14
{{retention_period}}	How long you keep signed participant forms Example: 3 years
{{group_size_threshold}}	Group size from which private or group terms apply Example: 8
{{voucher_value}}	Voucher value, or the experience it covers Example: NOK 1,500
{{voucher_recipient}}	Name of the person receiving the voucher Example: Sofie
{{voucher_from}}	Who the voucher is from Example: Mum and Dad

`{{voucher_message}}`	Personal message from the buyer Example: Happy 30th! Enjoy the fjord.
`{{voucher_code}}`	Unique voucher code Example: GIFT-7K2P-9QXA
`{{voucher_valid_until}}`	Expiry date Example: 14 June 2028
`{{one_sentence_promise}}`	One sentence that tells a visitor why to book Example: Paddle calm fjord water into the evening light, with a local guide and all equipment included.
`{{overview_paragraph}}`	Lead with the experience, not your company history Example: Two or three sentences on what guests do, what they see and who it suits.
`{{max_group_size}}`	Maximum guests per departure Example: 10
`{{highlight_1}}`	First highlight: concrete and visual Example: Paddle under the 80-metre Fossen waterfall
`{{highlight_2}}`	Second highlight Example: Hot drinks on a beach only reachable by water
`{{highlight_3}}`	Third highlight Example: Small groups of up to 10 guests
`{{included_1}}`	First included item Example: Kayak, paddle and buoyancy aid
`{{included_2}}`	Second included item Example: Certified local guide
`{{included_3}}`	Third included item Example: Hot drinks and a snack
`{{not_included_1}}`	First item that is not included Example: Transport to the meeting point
`{{not_included_2}}`	Second item that is not included Example: Dinner
`{{itinerary_step_2}}`	Second step of the day Example: Paddle along the north shore towards the waterfall
`{{itinerary_step_3}}`	Third step of the day Example: Beach break with hot drinks
`{{extra_bring_item}}`	One item specific to your activity Example: A change of clothes
`{{experience_needed_answer}}`	Answer to "Do I need experience?" Example: No. Your guide teaches the basics on the beach before you set off.
`{{adult_price}}`	Adult ticket price Example: NOK 850

`{{child_price}}`	Child ticket price Example: NOK 450
`{{child_age_range}}`	Ages the child ticket covers Example: 12–15
`{{add_on_1}}`	First add-on Example: Photo package
`{{add_on_1_price}}`	Price of the first add-on Example: NOK 250
`{{add_on_2}}`	Second add-on Example: Wetsuit hire
`{{add_on_2_price}}`	Price of the second add-on Example: NOK 150

TEMPLATE 1 · EMAIL

Booking confirmation email

Send immediately after payment. Keep the subject line specific: guests search their inbox for the experience name on the day.

Subject	**You're booked: {{experience_name}} on {{experience_date}}**
Preview text	Booking {{booking_reference}}. Start time, meeting point and what to bring inside.

You're booked, {{guest_first_name}}

Thank you for booking with {{business_name}}. Everything you need for the day is below. Keep this email: your booking reference is the quickest way for us to find your booking.

Experience	**{{experience_name}}**
Date	**{{experience_date}}**
Start time	**{{start_time}} (please arrive {{arrival_minutes}} minutes early)**
Duration	**{{duration}}**
Meeting point	**{{meeting_point}}**
Guests	**{{tickets_summary}}**
Extras	**{{add_ons}}**
Total paid	**{{total_paid}}**
Booking reference	**{{booking_reference}}**

View or change your booking

Getting there

{{meeting_point_directions}}

Open the meeting point in maps: {{meeting_point_map_url}}

What to bring

- Clothes for the weather, in layers you can add or take off
- Comfortable closed-toe shoes
- A water bottle
- Any personal medication you may need (tell your guide at the start)

Cancellations

You can cancel for a full refund until {{cancellation_deadline}}. After that, our cancellation policy applies: {{cancellation_policy_url}}. If we have to cancel for weather or safety reasons, you choose between a new date and a full refund.

Questions? Reply to this email or call {{business_phone}}. On the day of your booking, call {{day_of_phone}}.

See you soon,
{{sender_name}}
{{business_name}}

{{business_name}} · {{business_address}} · {{business_website}}

TEMPLATE 2 · EMAIL

Booking reminder email

Send 24 hours before the start time. For early-morning departures, send it the afternoon before instead.

Subject	**Tomorrow: {{experience_name}} at {{start_time}}**
Preview text	Meet at {{meeting_point}}, {{arrival_minutes}} minutes before the start.

See you tomorrow, {{guest_first_name}}

A quick reminder of your booking with {{business_name}}.

When	**{{experience_date}} at {{start_time}}**
Meet at	**{{meeting_point}}**
Please arrive by	**{{arrival_time}}**
Guests	**{{tickets_summary}}**
Your guide	**{{guide_name}}**
Booking reference	**{{booking_reference}}**

Open directions

Before you leave home

- Check the weather forecast for {{location_name}} and dress in layers.
- Eat beforehand or bring a snack: the experience lasts {{duration}}.
- Bring {{short_bring_list}}.
- Make sure everyone in your group has signed the participant form: {{waiver_url}}

Running late or can't make it?

Call or text {{day_of_phone}}. We wait up to {{wait_minutes}} minutes after the start time, then the group leaves. To change your booking, use {{manage_booking_url}}.

See you tomorrow,
{{sender_name}}
{{business_name}}

{{business_name}} · {{business_address}} · {{business_website}}

TEMPLATE 3 · EMAIL

Pre-trip information email (what to bring)

Send 5 to 7 days before half-day, full-day and multi-day trips. For short activities, the confirmation email is usually enough.

Subject	**Know before you go: {{experience_name}} on {{experience_date}}**
Preview text	How the day runs, what to wear, what to bring and what we provide.

Getting ready for {{experience_name}}

Hi {{guest_first_name}}, your trip is {{days_until}} days away. Here is what to expect, so you can prepare and arrive relaxed.

How the day runs

1. {{start_time}}: meet at {{meeting_point}} for check-in, equipment and a safety briefing.
2. {{departure_time}}: we set off. {{route_description}}
3. {{break_time}}: break for {{break_description}}.
4. {{end_time}}: back at {{return_point}}.

What to wear

- Layers you can add or take off: a base layer, a warm mid layer and a windproof, waterproof jacket.
- Sturdy shoes with good grip. No sandals or smooth-soled trainers.
- On cold or wet days, avoid cotton next to the skin: it stays wet and cold.
- A hat and sunscreen in summer; a warm hat and gloves the rest of the year.

What to bring

- A water bottle ({{water_amount}} per person).
- Snacks or a packed lunch, unless lunch is included in your booking.
- Personal medication such as an inhaler or adrenaline pen. Tell your guide where you keep it.
- Your phone in a waterproof bag, and a small backpack to carry everything.

What we provide

{{included_equipment}}

Fitness and health

This trip is rated {{difficulty_level}}: {{difficulty_description}}. The minimum age is {{minimum_age}}. Please reply to this email before the day if anyone in your group has a medical condition, injury, pregnancy or allergy we should know about.

Weather

We go out in most weather. If conditions are unsafe, we contact you by {{weather_decision_time}}, and you choose between a new date and a full refund.

Before the day

Each participant needs to sign the participant form before the start. It takes two minutes: {{waiver_url}}

Anything else? Reply to this email or call {{business_phone}}.

See you soon,
{{sender_name}}
{{business_name}}

{{business_name}} · {{business_address}} · {{business_website}}

TEMPLATE 4 · EMAIL

Weather or minimum-numbers cancellation email

Send as soon as you decide, and at the latest by the time you promise in your pre-trip email. Example reasons: "the wind forecast is above our safety limit for the boats", "we did not reach the minimum of 4 guests needed to run the trip".

Subject	**{{experience_name}} on {{experience_date}} is cancelled: choose a new date or a refund**
Preview text	We're sorry. Pick a new date or get a full refund, your choice.

We have to cancel your trip

Hi {{guest_first_name}}, we're sorry: we have cancelled {{experience_name}} on {{experience_date}} at {{start_time}} because {{cancellation_reason}}.

We only cancel when we have to, and this cancellation is on us. You choose what happens next:

1. Move to a new date at no extra cost. Pick a date here: {{rebook_url}}
2. Get a full refund of {{total_paid}} to your original payment method. Reply "refund" to this email and we process it within {{refund_processing_days}} business days. Your bank may take a few more days to show it.

If we don't hear from you by {{response_deadline}}, we refund you in full automatically.

Your booking reference is {{booking_reference}}. Questions? Call {{business_phone}} or reply to this email.

Sorry again, and we hope to see you soon,
{{sender_name}}
{{business_name}}

{{business_name}} · {{business_address}} · {{business_website}}

TEMPLATE 5 · EMAIL

Post-trip thank-you and review request email

Send to every guest, 12 to 48 hours after the experience. Google and Tripadvisor do not allow asking only happy guests for reviews, or offering anything in return for a review. The returning-guest code below is for everyone and is not linked to reviewing.

Subject	**How was {{experience_name}}, {{guest_first_name}}?**
Preview text	Two minutes of your time helps other travellers, and our small team.

Thank you for joining us

Hi {{guest_first_name}}, it was great to have you on {{experience_name}} with {{guide_name}} on {{experience_date}}. We hope you had a good time.

Small operators like us live on word of mouth. If you have two minutes, a short review helps other travellers decide, and helps us keep doing what we love.

Write a review

Something not right? Reply to this email. It goes straight to {{owner_name}}, and we read every message.

Photos from the day: {{photo_album_url}}

Coming back, or bringing friends? Use the code {{returning_guest_code}} for {{returning_guest_discount}} off your next booking, valid until {{returning_guest_code_valid_until}}.

Thank you,
{{sender_name}}
{{business_name}}

You are receiving this one-time email because you booked {{experience_name}} with {{business_name}}. {{business_address}}

TEMPLATE 6 · WEB PAGE

Experience booking page layout

Use it as a brief for your web designer or website builder, or as a checklist for an existing page. The booking box shows where your booking widget goes. Replace the grey boxes with your own photos: the first one should show guests doing the activity.

{{location_name}} · {{activity_type}}

{{experience_name}}

{{one_sentence_promise}}

Duration	**{{duration}}**
Group size	**Up to {{max_group_size}} guests**
Ages	**{{minimum_age}}+**
Difficulty	**{{difficulty_level}}**
Languages	**{{guide_languages}}**
Meeting point	**{{meeting_point}}**

About this experience

{{overview_paragraph}}

Highlights

- {{highlight_1}}
- {{highlight_2}}
- {{highlight_3}}

What's included

- {{included_1}}
- {{included_2}}
- {{included_3}}

Not included

- {{not_included_1}}
- {{not_included_2}}

How the day runs

1. {{start_time}}: Meet at {{meeting_point}}: check-in, equipment and safety briefing
2. {{departure_time}}: {{itinerary_step_2}}
3. {{break_time}}: {{itinerary_step_3}}
4. {{end_time}}: Back at {{return_point}}

What to bring

- Clothes for the weather, in layers
- Sturdy shoes
- Water bottle
- {{extra_bring_item}}

Meeting point

{{meeting_point}}. {{meeting_point_directions}} Parking: {{parking_info}}.

Cancellation policy

Full refund up to {{cancellation_deadline_short}} before the start. If we cancel for weather, you choose a new date or a full refund.

Questions guests ask

What happens if the weather is bad?

We go out in most weather. If it is unsafe, we contact you by {{weather_decision_time}} and you choose a new date or a full refund.

Is it suitable for children?

The minimum age is {{minimum_age}}. Children under {{unaccompanied_age}} must be with an adult.

Do I need experience?

{{experience_needed_answer}}

Can I book a private group?

Yes. For {{group_size_threshold}} or more guests, contact us at {{business_email}} for a private date.

Booking box (stays visible while scrolling)

Adult	**{{adult_price}}**
Child ({{child_age_range}})	**{{child_price}}**

Add-on: {{add_on_1}}	**{{add_on_1_price}}**
Add-on: {{add_on_2}}	**{{add_on_2_price}}**

Check availability

- Full refund up to {{cancellation_deadline_short}} before the start
- Instant confirmation by email
- Secure card payment

TEMPLATE 7 · DOCUMENT

Booking terms and conditions

Publish on your website and link it from your checkout and confirmation email. If you sell an activity together with accommodation or transport, EU package travel rules may apply.

> Template, not legal advice. Consumer, travel and liability rules differ by country. Have a local lawyer review this text before you publish it, then delete this box.

Booking terms and conditions: {{business_name}}

Last updated: {{terms_updated_date}}

1. Who we are

These terms apply to bookings with {{legal_business_name}} (company number {{company_number}}), {{business_address}}, email {{business_email}}, phone {{business_phone}} ("we", "us").

2. Your booking

- Your booking is confirmed when you receive our confirmation email with a booking reference.
- The person who makes the booking (the lead booker) accepts these terms for everyone in the group and is responsible for sharing our information with them.
- Please check your confirmation and tell us about any mistakes straight away.

3. Prices and payment

- Prices are in {{currency}} and include VAT where it applies.
- {{payment_terms}}
- If a balance is due and not paid on time, we may cancel the booking under our cancellation policy.

4. Cancellation by you

Our cancellation and refund policy ({{cancellation_policy_url}}) sets out what you get back if you cancel. Because your booking is for a specific date, the 14-day right of withdrawal for online purchases does not apply (EU Consumer Rights Directive 2011/83/EU, Article 16(l)).

5. Changes by you

You can move your booking to another date free of charge up to {{change_deadline}} before the start, subject to availability. After that, a change counts as a cancellation under our cancellation

policy.

6. Cancellation or changes by us

- We may cancel or change an experience if weather, safety, illness of a guide or too few bookings (minimum {{minimum_participants}} guests) make it necessary. We tell you as early as we can, and at the latest {{operator_cancellation_notice}} before the start, unless conditions change at short notice.
- If we cancel, you choose between a new date and a full refund.
- We are not responsible for travel, accommodation or other costs you arranged separately. We recommend travel insurance.
- We may change a route or programme on the day for safety reasons. This is not a cancellation.

7. Taking part

- Participants must meet the age, health and fitness requirements stated for each experience, and tell us before the day about any condition that may affect their safety.
- Participants must follow the instructions of our guides and use the safety equipment provided.
- Our guides may refuse or stop participation if someone appears to be under the influence of alcohol or drugs, or puts themselves or others at risk. No refund is given in that case.
- Children under {{unaccompanied_age}} must be accompanied by a responsible adult.

8. Arrival and no-shows

Please arrive at the meeting point at the time in your confirmation. We wait up to {{wait_minutes}} minutes after the start time. If you miss the start or do not show up, the booking counts as used and is not refunded.

9. Equipment

Please take care of the equipment we lend you and return it at the end. We may charge for loss or damage caused by misuse or negligence: {{damage_policy}}.

10. Photos

Our guides may take photos during the experience to share with you. We ask before we publish photos where you can be recognised. Tell your guide if you do not want to be photographed.

11. Liability

Outdoor activities carry risks that we reduce but cannot remove completely. Nothing in these terms limits our liability for death or personal injury caused by our negligence, or any other liability that cannot be limited by law.

12. Personal data

We use your personal data to manage your booking and keep you safe. Our privacy policy explains how: {{privacy_policy_url}}.

13. Complaints

If something goes wrong, tell your guide on the day or email {{business_email}} within {{complaint_days}} days, so we can put it right. You can also contact your national consumer authority.

14. Law

These terms are governed by the laws of {{country}}. This does not take away the protection you have under the consumer law of the country where you live.

TEMPLATE 8 · DOCUMENT

Participant waiver and medical form

How far a waiver protects you varies a lot by country: in many European countries you cannot exclude liability for your own negligence. Its main value is informed consent and medical disclosure, so keep the risk list specific to your activity.

> Template, not legal advice. Consumer, travel and liability rules differ by country. Have a local lawyer review this text before you publish it, then delete this box.

Participant agreement and medical form: {{experience_name}}

{{business_name}} · {{business_address}} · {{business_phone}}

Participant

Full name _____

Date of birth _____

Address _____

Phone _____

Email _____

Emergency contact name _____

Emergency contact phone _____

Booking reference _____

Date of activity _____

1. About the activity and its risks

{{experience_name}} is {{activity_description}}. Like any outdoor activity, it involves risks that {{business_name}} works to reduce but cannot remove completely, including:

- {{activity_specific_risks}}
- Slips, trips and falls on uneven, wet or icy ground
- Sudden changes in weather, cold, heat and sun exposure
- Physical exertion, fatigue and muscle or joint strain
- Equipment failure, and the actions of other participants
- Being some distance from medical help

2. My responsibilities

- I will follow the guide's instructions and use the safety equipment I am given.
- I will tell the guide straight away if I feel unwell or unsafe.
- I will not take part under the influence of alcohol or drugs.
- I understand the guide may stop my participation if I put myself or others at risk.

3. Medical declaration

Tick any that apply and give details below:

□ Heart or blood pressure condition

□ Asthma or breathing difficulty

□ Epilepsy, fainting or diabetes

□ Recent injury, surgery or back problems

□ Pregnancy

□ Severe allergy (carry an adrenaline pen? yes / no)

□ Medication that may affect balance or alertness

□ None of the above

Details and medication _____

If I need urgent medical treatment and cannot decide for myself, I agree that {{business_name}} staff may arrange first aid and call the emergency services.

4. Photos (optional)

□ Yes, {{business_name}} may use photos in which I can be recognised on its website and social media.

□ No, please do not publish photos of me.

5. Agreement

I have read this form, I understand the risks described, and I choose to take part. The information I have given is true. To the extent the law allows, I accept these risks. This does not limit {{business_name}}'s liability for death or personal injury caused by its negligence, or any liability that cannot be excluded by law.

_____ _____

Participant signature Date

6. Parent or guardian (participants under 18)

I am the parent or legal guardian of the participant named above. I have read this form, I agree to it on their behalf, and I confirm the medical information is complete.

Parent or guardian name _____

Phone on the day _____

_____ _____

Parent or guardian signature Date

{{business_name}} keeps this form for {{retention_period}} and then deletes it. Privacy policy: {{privacy_policy_url}}

TEMPLATE 9 · DOCUMENT

Cancellation and refund policy

Keep one of the four policy levels and delete the other three. Put the short version (for example "Full refund up to 24 hours before the start") on every experience page and in the confirmation email.

> Template, not legal advice. Consumer, travel and liability rules differ by country. Have a local lawyer review this text before you publish it, then delete this box.

Cancellation and refund policy: {{business_name}}

Last updated: {{policy_updated_date}}

If you cancel

Times are counted back from the scheduled start time, in the local time of the meeting point.

Option A: Flexible

- Cancel at least 24 hours before the start: full refund.
- Cancel less than 24 hours before the start: no refund.

Option B: Moderate

- Cancel at least 5 days (120 hours) before the start: full refund.
- Cancel between 5 days and 24 hours before the start: 50% refund.
- Cancel less than 24 hours before the start: no refund.

Option C: Strict

- Cancel at least 14 days before the start: full refund.
- Cancel between 14 and 7 days before the start: 50% refund.
- Cancel less than 7 days before the start: no refund.

Option D: Non-refundable

- Bookings cannot be refunded.
- You can move your booking to another date once, free of charge, up to {{change_deadline}} before the start, subject to availability.

How to cancel

Use the link in your confirmation email ({{manage_booking_url}}) or email {{business_email}} with your booking reference. The time we receive your cancellation is the time that counts.

Refunds

Refunds go back to the payment method you used, within {{refund_processing_days}} business days of your cancellation. Your bank may take a few more days to show it.

Changing your date

You can move your booking free of charge up to {{change_deadline}} before the start, subject to availability. After that, a change counts as a cancellation under the policy above.

No-shows and late arrival

If you do not arrive, or arrive after the group has left (we wait {{wait_minutes}} minutes), the booking counts as used and is not refunded.

If we cancel

If we cancel because of weather, safety or because the minimum of {{minimum_participants}} guests was not reached, you choose between a new date and a full refund, whichever policy applies to your booking.

Group bookings

If some people in a group cancel, the policy applies to their places only. For private and group bookings of {{group_size_threshold}} or more guests, the cancellation terms in your quote apply.

Gift vouchers

Bookings paid with a gift voucher follow the same policy. Refunds go back onto the voucher, which stays valid until its expiry date.

TEMPLATE 10 · DOCUMENT

Printable gift voucher

Print on thick paper or send as a PDF. Use a unique code for every voucher and log it, so you can check the balance when it is redeemed. Some countries set a minimum validity period for gift vouchers: check your local rules before you choose the expiry date.

GIFT VOUCHER · {{BUSINESS_NAME}}

{{voucher_value}}

For **{{voucher_recipient}}** · From **{{voucher_from}}**

{{voucher_message}}

`{{voucher_code}}`

Valid until {{voucher_valid_until}}. Book at {{booking_url}} and enter the code at checkout, or call {{business_phone}}.

Small print

- Valid for any {{business_name}} experience until the date above.
- If you use less than the full value, the balance stays on the voucher until it expires.
- Cannot be exchanged for cash, except where the law requires it.
- Treat this voucher like cash. We can replace a lost voucher only with the code or proof of purchase.
- Bookings made with this voucher follow our cancellation policy: {{cancellation_policy_url}}